

Ehr Affidavit – Attachment A

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES

Pre-Ordering/Ordering

1. Measurement

Average response time for OSS pre-order interfaces

Definition:

The average response time in seconds for pre-ordering queries measured from the Company side of the Electronic Commerce Network (ECN).

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Exclusions:

Where CLEC accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's Performance shall not include Service Bureau Provider processing, availability or response time.

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Business Rules:

The clock starts on the date/time when the request is received by the Company, and the clock stops on the date/time when the Company has completed the transmission of the response to the telecommunications carrier. The measurement is taken at the Company side of the ECN (Electronic Commerce Network). This is just inside the Company firewall. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the Company during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the telecommunications carrier web site. (The Company will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday).

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

1. Measurement (cont'd)

Levels of Disaggregation:

- Address Verification
- Request For Telephone Number
- Request For Customer Service Record (CSR) (N)
- Directory Listing Inquiry (D)
- Service Availability - Offered via the internet. (D)
- Service Appointment Scheduling (Due Date) - Reported in "Dispatch Required" for EDI/Internet LSOG 1 (C)
- Dispatch Required - the Company combines "Service Appointment Scheduling" and "Dispatch Required" functions for EDI/Internet LSOG 1. (C)
- PIC (N)
- DSL Loop Qualification (N)
- NC/NCI Service Availability
CFA Availability (N)
- DSL Loop Qualification (Archived Actuals) (N)

Calculation:

$$\frac{[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})] \div (\text{Total queries Submitted in Reporting Period})}{\text{Report Structure:}}$$

Report Structure:

Reported telecommunications carrier, all telecommunications carriers and Company Affiliate

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

2nd Revised Sheet No. 59
Cancels
Original Sheet No. 59

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

1. Measurement (cont'd)

Measurement Type:

Tier 1 - Low

Tier 2 - Medium

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

1st Revised Sheet No. 59.1

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES

Pre-Ordering/Ordering

1. Measurement (cont'd)

Benchmark:

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Address Verification	4.7 seconds	4.7 seconds	4.7 seconds
Request for Telephone Number	4.5 seconds	4.5 seconds	4.5 seconds
Request for Customer Service Record (CSR)	6.6 seconds	6.6 seconds	6.6 seconds
Directory Listing Inquiry	Not Available as a Separate Transaction	Diagnostic - To be determined at six month review	Diagnostic - To be determined at six month review
Service Availability	6.6 seconds	6.6 seconds	6.6 seconds
Service Appointment Scheduling (Due Date)	Reported in Dispatch Required	1.0 seconds	1.0 seconds
Dispatch Required	12.6 seconds	12.6 seconds	12.6 seconds
PIC	28.0 seconds	19.1 seconds	19.1 seconds
DSL Loop Qualification	37 seconds (interim per quarterly status meeting)	Diagnostic - To be determined at six month review	Diagnostic - To be determined at six month review

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES

Pre-Ordering/Ordering

2. Measurement (cont'd)

Benchmark: (cont'd)

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
NC/NCI Service Availability	39.5 seconds (interim per quarterly status meeting)	Diagnostic - To be determined at six month review	Diagnostic - To be determined at six month review
CFA Availability	57.6 seconds (interim per quarterly status meeting)	Diagnostic - To be determined at six month review	Diagnostic - To be determined at six month review
DSL Loop Qualification (Archived Actuals)	Does Not apply for EDI LSOG 1	Diagnostic - Benchmark to be determined at six month review	Diagnostic - Benchmark to be determined at six month review

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement

Percent Responses Received within "X" seconds - OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces by function).

Exclusions:

See Measurement No. 1

Business Rules:

See Measurement No. 1

Levels of Disaggregation:

See Measurement No. 1

Calculation:

(# of responses within each
time interval ÷ total
responses) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Measurement Type:

Tier 1 - Low

Tier 2 - Medium

Benchmark:

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Address Verification	90% in <= 8.0	90% in <= 8.0	80% in <= 5.0
	seconds	seconds	seconds
	95% in <= 12.0	95% in <= 12.0	90% in <= 7.0
Request for Telephone Number	seconds	seconds	seconds
	90% in <= 7.0	90% in <= 7.0	80% in <= 4.0
	seconds	seconds	seconds
Request for Customer Service Record (CSR)	95% in <= 9.5	95% in <= 9.5	90% in <= 6.0
	seconds	seconds	seconds
	90% in <= 8.0	90% in <= 8.0	80% in <= 7.0
Directory Listing Inquiry	seconds	seconds	seconds
	95% in <= 13.0	95% in <= 13.0	90% in <= 10.0
	seconds	seconds	seconds
Service Availability	Not Available as a Separate Transaction	Diagnostic - Interim benchmark for measurement purposes	Diagnostic - Interim benchmark for measurement purposes
	90% in <= 12.0	90% in <= 12.0	80% in <= 7.0
	seconds	seconds	seconds
	95% in <= 16.0	95% in <= 16.0	90% in <= 10.0
	seconds	seconds	seconds
			seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Benchmark (cont'd):

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Service Appointment Scheduling (Due Date)	Reported in "Dispatch Required" for EDI LSOG 1	90% in <= 1.0 seconds 95% in <= 2.0 seconds	80% in <= 2.0 seconds 90% in <= 3.0 seconds
Dispatch Required	90% in <= 15.0 seconds 95% in <= 25.0 seconds	90% in <= 15.0 seconds 95% in <= 25.0 seconds	80% in <= 17.0 seconds 90% in <= 19.0 seconds
PIC	90% in <= 39.0 seconds 95% in <= 60.0 seconds	90% in <= 27.0 seconds 95% in <= 41.0 seconds	80% in <= 25.0 seconds 90% in <= 27.0 seconds
DSL Loop Qualification	90% in <= 51.6 seconds 95% in <= 59.2 seconds	Diagnostic - To be determined at six month review. To calculate use: 90% in <= 51.6 seconds 95% in <= 59.2 seconds	Diagnostic - To be determined at six month review. To calculate use: 80% in <= 51.6 seconds 90% in <= 59.2 seconds

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

Original Sheet No. 61.2

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Benchmark: (cont'd)

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
NC/NCI Service Availability	90% in <= 41 seconds 95% in <= 47 seconds	Diagnostic - To be determined at six month review. To calculate use: 90% in <= 41 seconds 95% in <= 47 seconds	Diagnostic - To be determined at six month review. To calculate use: 80% in <= 41 seconds 90% in <= 47 seconds
CFA Availability	90% in <= 79 seconds 95% in <= 91 seconds	Diagnostic - To be determined at six month review. To calculate use: 90% in <= 79 seconds 95% in <= 91 seconds	Diagnostic - To be determined at six month review. To calculate use: 80% in <= 79 seconds 90% in <= 91 seconds
DSL Loop Qualification (Archived Actuals)	Not available in EDI LSOG 1	Diagnostic - Benchmark to be determined at six month review. To calculate use: 90% in <= 25.0 seconds 95% in <= 35.0 seconds	Diagnostic - Benchmark to be determined at six month review. To calculate use: 80% in <= 13.5 seconds 90% in <= 15.0 seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement
OSS Interface Availability

Definition:

Percent of time OSS interface is available compared to scheduled availability.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which the Company plans to offer and support telecommunications carrier access to the Company's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the Company interface is capable of accepting or receiving telecommunications carrier transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. (The Company will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)). Additional levels of disaggregation for gateway servers are in the process of being added.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement (cont'd)
OSS Interface Availability (cont'd)

Business Rules: (cont'd)

When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. Ameritech shall calculate the availability time rounded to the nearest minute.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement (cont'd)

Levels of Disaggregation:

- TCNET
- AEMS
- EDI

(D)
(N)
(N)

- EBTA
- EBTA - GUI
- ARIS

(D)
(C)
(C)
(N)

- BOP-GUI (as it is implemented in the Company region)
- Web LEX
- EDI LSOG 4
- EDI Protocols
 - EDI VAN
 - EDI SSL3
 - NDM
- AEMS LSOG 4
- Web Verigate
- Web Toolbar
- ARAF
- EDI Pre-order
- CORBA Pre-order

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/1/ Material now appears on Original Sheet No. 64.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement (cont'd)

Calculation:
[(Hours functionality is
available during the
scheduled available hours) ÷
Scheduled system available
hours] * 100

Measurement Type:
Tier 1 - None
Tier 2 - High

Benchmark:
99.5%. The critical Z allowance does not apply on this measurement
only.

Report Structure:
Reported on an aggregate
telecommunications carrier basis
by interface and the Company
Affiliate.

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/1/ Material formerly appeared on Original Sheet No. 64 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.0 Measurement

Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours

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Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to telecommunications carrier.

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Exclusions:

- Rejected (manual and electronic) service requests.
- The Company retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major projects mutually agreed upon by telecommunications carriers and the Company. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Business Rules:

Orders are measured according to how the service order was submitted to the Company (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted:

Manual service order requests are those initiated via the telecommunications carrier by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the telecommunications carrier via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the telecommunications carrier will establish the actual end date/time.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Business Rules: (cont'd)

(T)

Electronically Submitted:

(N)

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the telecommunications carrier. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the telecommunications carrier, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For Interconnection Trunk Orders, the Company will attempt to contact telecommunications carrier with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until the Company institutes a reject process for these type orders.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Levels of Disaggregation:

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Manual Requests:

(N)

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports < 24 Hours
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- CPO (UNE P) Simple Res and Bus < 24 Hours < 24 Hours
- CPO (UNE P) Complex Business (1-200 Lines) < 24 Hours
- CPO (UNE P) Complex Business (>200 Lines) < 48 Hours

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Levels of Disaggregation: (cont'd)

Electronic Requests:

- Simple Res. And Bus. - Manually Processed < 5 Hours
- Simple Res. And Bus. - Electronically Processed < 2 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) - Manually Processed < 5 Hours
- UNE Loop (1-49 Loops) - Electronically Processed < 2 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports Manually Processed < 5 Hours
- Switch Ports Electronically Processed < 2 Hours
- Interconnection Trunks (< 5 DS1) < 6 days
- Interconnection Trunks (>= 5 DS1) < 8 days
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- CPO (UNE P) Simple Res and Bus - Manually Processed < 5 Hours
- CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 Hours
- CPO (UNE P) Complex Business (1-200 Lines) < 24 Hours
- CPO (UNE P) Complex Business (>200 Lines) < 48 Hours

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

1st Revised Sheet No. 68.2

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Calculation:	Report Structure
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for telecommunications carrier, all telecommunications carriers, and Company Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - Medium

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95% / Interconnection Trunks 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

CIA Centrex will measure to interim benchmarks of 85% and 90% in August and September respectively with an ongoing benchmark set at 95% effective in October.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.1 Measurement

Percent Firm Order Confirmations (FOCs) for XDSL-capable loops &
Line Sharing Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from
receipt of a complete and accurate service request to return of
confirmation to telecommunications carrier.

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- The Company only Disconnect orders
- Orders involving major projects
- Rejected (manual and electronic) service requests.
- The Company retail disconnect orders in conjunction with wholesale migrations.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was
submitted to the Company (i.e., electronically or manually) and
are included in these disaggregations regardless of how they are
processed.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.1 Measurement (cont'd)

Business Rules: (cont'd)

Manually Submitted:

Manual service order requests are those initiated via the telecommunications carrier by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the telecommunications carrier via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. The returned confirmation to the telecommunications carrier will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the telecommunications carrier.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.1 Measurement (cont'd)

Business Rules: (cont'd)

Electronically Submitted:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically originated service requests, the start date and time is the receive date and time that is automatically populated by the interface once all. The received date and time is automatically populated ordering edits are satisfied. The end date and time is recorded by the interface EDI and reflect the actual date and time the FOC is returned to the telecommunications carrier. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the telecommunications carrier, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (telecommunications carrier did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the telecommunications carrier.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.1 Measurement (cont'd)

Levels of Disaggregation:
Manually submitted

- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours
- Electronically submitted
- UNE xDSL Capable Loop (1-20 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (>20 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

Calculation:
(# of FOCs returned within "x"
hours ÷ total FOCs sent) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and Company Affiliate.

Measurement Type:

xDSL
Tier 1 - Low
Tier 2 - Medium
Line Sharing - Diagnostic (new product, historical data)

Benchmark:

Line Sharing: Diagnostic for first three months of implementation
of the measure then Tier 1 (Remedies effective no later than
February 2001)

All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour
FOC 95%

The Average for the last 5% for 95% benchmark shall not exceed 20%
of the established benchmark, excluding projects.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.2 Measurement

Percentage of Unsolicited FOCs by Reason Code

Definition:

The number of Unsolicited FOCs sent to the telecommunications carriers generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs

Exclusions:

- telecommunications carrier Caused Errors

Business Rules:

This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the telecommunications carrier.

Levels of Disaggregation:

- Cancel Customer Order
- Add Service Order Number and or Line
- Cancel Service Order
- Service Order Due Date Change
- Service Order Line Change

Calculation:

Number of Unsolicited FOCs per
general category / Total # of
Unsolicited FOCs

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and Company Affiliate.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.2 Measurement (cont'd)

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

No benchmark

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement

Average Time to Return FOC

(C)

Definition:

The average time to return FOC from receipt of complete and accurate service request to return of confirmation to telecommunications carrier.

(N)

Exclusions:

- The Company retail disconnect orders in conjunction with wholesale migrations.
- Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

See Measurement No. 5.

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Levels of Disaggregation:

(T)

Manual Requests All Res. And Bus.

(N)

- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>= 50 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus.
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

Electronic Requests

- All Res. And Bus. - Electronically Processed
- All Res. And Bus. - Manually Processed
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) - Electronically Processed
- UNE Loop (1-49 Loops) - Manually Processed
- UNE Loop (>= 50 Loops)
- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Interconnection Trunks
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus. - Electronically Processed
- CPO (UNE P) All Res. And Bus. - Manually Processed
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Calculation:

$$\frac{\sum[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})]}{\text{Total FOCs}}$$

Report Structure:

Reported for telecommunication carrier, all telecommunications carriers, and Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

No benchmark

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6.1 Measurement

Average Time to Return DSL FOC's

Definition:

The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to telecommunications carrier.

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- The Company only Disconnect orders
- Orders involving major projects
- The Company retail disconnect orders in conjunction with wholesale migrations.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

See Measurement No. 5.1

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6.1 Measurement (cont'd)

Levels of Disaggregation:

Manually submitted

- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49)

Electronically submitted

- UNE xDSL Capable Loop (1-20 Loops)
- UNE xDSL Capable Loop (>20 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49)

Calculation:

$$\frac{\sum[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Received by the Company})]}{(\# \text{ of FOCs})}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

7. Measurement (cont'd)

(T)

Calculation:
(# of mechanized completions
returned to
telecommunications carrier
within 1 hour ÷ total
mechanized completions) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:
99%

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

9. Measurement
Percent Rejects

Definition:

The number of rejects compared to the issued orders for orders submitted via the electronic interfaces.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(N)

(N)

Business Rules:

A rejected order does not pass edit checks or other edits prior to the order being distributed. This measure includes all orders that are submitted through an electronic interface, regardless of whether the order was processed electronically or manually.

Notes: All rejects are returned to the telecommunications carrier via a mechanized interface (EDI or EDI-to-Fax).

/1/

/1/ Material now appears on Original Sheet No. 76.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

9. Levels of Disaggregation:

- CLEC Caused Reject
- Ameritech Caused Rejects (Re-flowed Orders)

(C)
(N)

Calculation:
(# of rejects ÷ total unique
orders and supplements for
electronic interfaces) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:

Measurement is diagnostic. No benchmark required.

/1/

/1/ Material formerly appeared on Original Sheet No. 76 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10. Measurement

Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR.

Definition:

Percent mechanized rejects returned within one hour of the receipt of the reject in MOR.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's Performance shall not include Service Bureau Provider processing, availability or response time.

Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(N)

(N)

Business Rules:

The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the telecommunications carrier. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).

/1/

/1/ Material now appears on Original Sheet No. 77.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10. Levels of Disaggregation:
None

Calculation:
(# of mechanized rejects sent
within 1 hour ÷ total
mechanized rejects) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:
97% within 1 hour of the receipt of a reject in MOR.

/1/

/1/ Material formerly appeared on Original Sheet No. 77 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.1 Measurement

Percent Mechanized Rejects Returned within One Hour of Receipt of Order

Definition:

Percentage of mechanized rejects returned within one hour of the receipt of order from telecommunications carrier.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers

(N)
|
(N)

Business Rules:

The start time is the time the order is received in the LSC and the end time is the date and time the reject notice sent to the telecommunications carrier. This measure includes all rejects that were submitted via an electronic interface and processed mechanically (Auto-Auto).

/1/

/1/ Material now appears on Original Sheet No. 78.1 in this Section.

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1st Revised Sheet No. 78.1

1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.1 Levels of Disaggregation:Measurement

None

Calculation:
(# of mechanized rejects sent
within 1 hour of receipt of
order ÷ total mechanized
rejects) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
See Measurement 10.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.2 Measurement

Percent Manual Rejects Received Electronically and Returned Within
Five Hours

Definition:

Percentage of manual rejects of orders received electronically
where the reject notification is sent within five hours of the
receipt of the order from the telecommunications carrier. A
"manual reject" is any reject that results from the manual
processing of an order.

Exclusions:

- Manual rejects for orders received manually (fax).
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(N)
|
(N)

/1/ Material now appears on Original Sheet No. 79.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.2 Business Rules:

The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the telecommunications carrier. This measure includes all orders received electronically and processed manually that resulted in a reject.

Levels of Disaggregation:

None

Calculation:

(# of manual rejects returned within 5 hours of receipt of electronic order ÷ total manual rejects) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

97% within 5 Hours.

/1/

/1/ Material formerly appeared on Original Sheet No. 79 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.3 Measurement

Percent Manual Rejects Received Manually and Returned Within Five Hours

Definition:

Percentage of manual rejects for orders received manually and returned to the telecommunications carrier within 5 hours. A "manual reject" is any reject that results from the manual processing of an order.

Exclusions:

Manual rejects for orders received electronically.

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(N)

(N)

Business Rules:

The start time is the time the manual order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the telecommunications carrier via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.

/1/

/1/ Material now appears on Original Sheet No. 80.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.3 Levels of Disaggregation:
None

Calculation:
(# of manual rejects returned
within 5 hours of receipt of
manual orders ÷ total manual
rejects) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
97% within 5 Hours.

/1/

/1/ Material formerly appeared on Original Sheet No. 80 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

11. Measurement

Mean Time to Return Mechanized Rejects

Definition:

Average time required to return a mechanized reject.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(N)

(N)

Business Rules:

See Measurement No. 10

Levels of Disaggregation:

See Measurement No. 10

Calculation:

$$\frac{\sum[(\text{Date and Time reject sent}) - (\text{Date and Time of Order receipt})] \div \text{total mechanized rejects}}{}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

None

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

13. Measurement

Order Process Percent Flow Through

Definition:

Percent of orders from receipt to distribution that progress mechanically through to the Company provisioning systems.

Exclusions:

- Orders both electronically generated and rejected if error is caused by telecommunications carrier.
- Manually received orders
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The number of eligible orders, that flow through the Company's ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to telecommunications carrier due to telecommunications carrier-caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through. See Appendix 4 for clarification.

(N)

Levels of Disaggregation:

- UNE loops
- Resale
- UNE Combos
- Other

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

13.1 Measurement

Total Order Process Percent Flow Through

Definition:

Percent of EDI orders from entry to distribution that progress through Ameritech ordering systems without manual intervention.

Exclusions:

Excludes rejected orders

Business Rules:

The number of orders that flow through Ameritech's ordering systems and are distributed in the Service Order System without manual intervention, divided by the total number of orders submitted via EDI within the reporting period.

Levels of Disaggregation:

- Resale
- UNE loops
- LNP
- LSNP
- CPO (UNE-P)

Calculation:

(# of orders that flow through ÷ total orders) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - High

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

14. Measurement (cont'd)

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Parity

1. Resale Monthly Recurring/Non-Recurring

2. Resale Usage/Unbundled Local Switching

3. Other Unbundled Network Elements

Retail Comparison

Retail

Retail

Access

(T)

|

|

(T)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

18. Measurement

Billing Timeliness (Wholesale Bill)

Definition:

Billing Timeliness measures the length of time from the wholesale billing date (end of billing period) to the time it is electronically transmitted to the telecommunications carrier.

Exclusions:

Weekends and Holidays.

Business Rules:

The transmission date is used to gather the data for the reporting period. The measure compares the transmission date of the bill to the transmission due date. The transmission due date is six business days after the wholesale bill period. For example, a telecommunications carrier with a wholesale billing date of Monday the 1st, the transmission due date would be on the following Monday, the 8th assuming no weekday holidays.

Levels of Disaggregation:

- AEBS
- CABS

(T)

Calculation:

(# of bills transmitted on
time ÷ total bills released)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company and the
Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

21.1 Measurement

Average Time Placed on Hold at LSC

Definition:

The average time a customer is placed on hold after the LSC has directed the call to a specific person or group.

Exclusions:

Weekends and Holidays

Business Rules:

This measurement is driven by the Company call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.

Levels of Disaggregation:

- Resale
- UNE
- DSL

Calculation:

Total time on hold ÷ total
calls on hold

Report Structure:

Reported for all calls to the
LSC for all telecommunications
carriers (aggregated)

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

22. Measurement

Local Service Center (LSC) Grade Of Service (GOS)

Definition:

Percent of calls answered by the Local Service Center (LSC) within 20 seconds. (T)

Exclusions:

See Measurement No. 21

Business Rules:

See Measurement No. 21

Levels of Disaggregation:

- Resale
- UNE

Calculation:

of calls answered by the LSC within a specified period of time ÷ Total calls answered

Report Structure:

Reported for LSC, the Company and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

24. Measurement

Local Operations Center (LOC) Average Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when the Company representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to the Company personnel assigned to handling telecommunications carrier calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LOC hours of operation are posted on the internet.

Levels of Disaggregation:

DSL Calls

(C)

All other Calls

(N)

Calculation:

Total queue time ÷ total
calls answered

Report Structure:

Reported for LOC, for all
telecommunications carriers, the
Company, and the Company
Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - Low

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

24.1 Measurement

Average Time Placed on Hold at LOC

Definition:

The average time a customer is placed on hold after the LOC has directed the call to a specific person or group.

Exclusions:

Weekends and Holidays

Business Rules:

This measurement is driven by the Company call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.

Levels of Disaggregation:

- Resale
- UNE
- DSL

Calculation:

Total time on hold ÷ total
calls on hold

Report Structure:

Reported for all calls to the
LSC for all telecommunications
carriers (aggregated)

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

25. Measurement

Local Operations Center (LOC) Grade Of Service (GOS)

Definition:

Percent of calls answered by the Local Operations Center (LOC)
within 20 seconds.

Exclusions:

See Measurement No. 24

Business Rules:

See Measurement No. 24

Levels of Disaggregation:

DSL Calls

All other Calls

(C)

(N)

Calculation:

of calls answered by the
LOC within a specified period
of time ÷ total calls
answered

Report Structure:

Reported for LOC, the Company, and
the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

26. Measurement

Percent Busy in the Local Operations Center (LOC)

Definition:

Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.

Exclusions:

See Measurement No. 24

Business Rules:

This measurement determines the number of calls that encounter a busy condition in the ACD. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.

Levels of Disaggregation:

DSL Calls

(C)

All other Calls

(N)

Calculation:

(# of blocked calls ÷ total
calls offered) * 100

Report Structure:

Reported for LOC, all calls to the
LOC, for telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - Low

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS and UNE Loop and Port Combinations Combined by the Company

Provisioning

27. Measurement

Mean Installation Interval

Definition:

Average business days from application date to completion date for N, T, C orders.

Exclusions:

- telecommunications carrier-caused misses.
- Field Work orders - excludes customer requested due dates beyond the offer date. (C)
- No Field Work orders - excluded if order applied for before 3:00 p.m. and the due date requested is not same day; and if order applied for after 3:00 p.m. and the due date requested is beyond the next business day.
- CIA Centrex excluded if customer requested due dates greater than 5 business days. (N)
(N)
- Orders that are not N, T, and C orders. (D)
- Orders where CLECs are charged expedite charges (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS and UNE Loop and Port Combinations Combined by the Company

Provisioning

27. Business Rules:

The clock starts on the Application Date, which is the day that the Company receives a correct Service Order. The clock stops on the Completion Date, which is the day that the Company personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion - Application Date). If the order is Next Day Due, then the interval is [(Completion - Next Business Day) + 1]. UNE Combos are also reported at order level.

If an order is completed on a Saturday, Sunday or Holiday, (N)
Ameritech will include that day in the calculation of interval. (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

27. Measurement (cont'd)

Levels of Disaggregation:

Geographic, per State Agreements

(N)

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- CIA Centrex

(N)

UNE Combo

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

(N)

(N)

Calculation:

$$\left[\frac{\sum (\text{completion date} - \text{application date})}{\text{Total orders completed}} \right]$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

27. Measurement (cont'd)

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Resale POTS parity between Field Work compared to the Company
Field Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types). UNE Combo
Parity between Field Work compared to the Company Field Work (N,
T, C order types) and No Field Work compared to the Company Retail
No Field Work (N, T, C order types).

/1/

CIA Centrex parity between Field Work compared to Ameritech
Centrex Field Work (N,T,C order types) and No Field Work compared
to a 4-day interval.

(N)

|

(N)

/1/ Material formerly appeared on Original Sheet No. 102 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Measurement

Percent Installations Completed Within "X" Business Days (POTS)

Definition:

Measure of orders completed within "X" business days of the application date. For Field Work (FW) orders "X" equals five business days, for No Field Work (NFW) orders "X" equals three business days.

Exclusions:

- telecommunications carrier-caused misses.
- Field Work orders - excludes customer requested due dates greater than five business days.
- No Field Work orders - excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day.
- CIA Centrex excluded if customer requested due dates greater than 5 business days. (N)
- All orders except N, T, and C orders. (N)
- Orders where CLEBs are charged expedite charges (D)

/1/ Material now appears on Original Sheet No. 103.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Business Rules:

The clock starts on the Application Date, which is the day that the Company receives a correct Service Order. The clock stops on the Completion Date which is the day that the Company personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion - Application Date). If the order is Next Day Due, then the interval is [(Completion - Next Business Day) + 1]. UNE Combos are also reported at order level.

/1/

If an order is completed on a Saturday, Sunday, or Holiday,
Ameritech will include that day in the calculation of interval.

(N)

(N)

/1/ Material formerly appeared on Original Sheet No. 103 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Measurement (cont'd)

Levels of Disaggregation:

Geographic, per State Agreements

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- CIA Centrex

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

(T)

(N)

(N)

Calculation:

(# of orders installed within
"X" business days ÷ total
orders) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Resale POTS parity between Field Work compared to the Company
Field Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types). UNE Combo
Parity between Field Work compared to the Company Field Work (N,
T, C order types and No Field Work compared to the Company Retail
No Field Work (N, T, C order types).

CIA Centrex parity between Field Work compared to Ameritech
Centrex Field Work (N, T, C order types) and No Field Work
compared to 95% within a 5 day interval.

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

29. Measurement

Percent the Company Caused Missed Due Dates

Definition:

Percent of N, T, and C orders where installation was not completed by the due date as a result of a the Company caused missed due date.

Exclusions:

- Orders that are not N, T, or C.
- telecommunications carrier-caused misses.

Business Rules:

This includes orders completed after the Due Date, due to the Company reason. This measurement is reported at an order level. UNE Combos are also reported at an order level. If Ameritech reschedules the original due date without the consent of the CLEC the original due date will be the one measured against.

(N)
|
(N)

/1/

/1/ Material now appears on Original Sheet No. 105.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

29. Levels of Disaggregation:

Geographic, per State Agreements
POTS

(T)
(N)

- Field Work (FW)
 - No Field Work (NFW)
 - Business class of service
 - Residence class of service
- UNE Combo (UNE P)
- Field Work (FW)
 - No Field Work (NFW)
 - Business class of service
 - Residence class of service

(N)

Calculation:
(# of orders not completed by
the due date ÷ total orders)
* 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - High
Tier 2 - High

Benchmark:

Resale POTS parity between Field Work compared to the Company
Field Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types). UNE Combo
Parity between Field Work compared to the Company Field Work (N,
T, C order types) and No Field Work compared to the Company Retail
No Field Work (N, T, C order types).

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

30. Measurement

Percent the Company Missed Due Dates Due To Lack Of Facilities

Definition:

Percent N, T, and C orders with missed committed due dates due to lack of facilities.

Exclusions:

- Orders that are not N, T, or C. (T)
- No Field Work (NFW) Orders. (N)

Business Rules:

Includes orders with a completion date that is greater than the due date based on the Company missed reason code for lack of facilities. This measurement is reported at an order level. UNE Combos are also reported at an order level.

Levels of Disaggregation:

Geographic, per State Agreements (N)

POTS

- Residence class of service
- Residence class of service > 30 calendar days
- Residence class of service > 90 calendar days
- Business class of service
- Business class of service > 30 calendar days
- Business class of service > 90 calendar days

POTS / UNE Combo (UNE-P)

- Residence class of service (N)
- Residence class of service > 30 calendar days (D)
- Residence class of service > 90 calendar days (D)
- Business class of service (N)
- Business class of service > 30 calendar days (N)
- Business class of service > 90 calendar days (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

31. Measurement

Average Delay Days For Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed orders due to lack of facilities.

Exclusions:

- Orders that are not N, T, or C.
- No Field Work (NFW) Orders.

Business Rules:

Includes orders missed due to Company reasons other than lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE Combos are also reported at an order level.

Levels of Disaggregation:

Geographic, per State Agreements
POTS

(N)

- Business class of service
- Residence class of service

UNE Combo - (UNE P)

- Business class of service
- Residence class of service

(C)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

32. Measurement

Average Delay Days For the Company Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed orders.

Exclusions:

- Orders that are not N, T, or C.
- Company delayed orders as a result of lack of facilities.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE Combos are also reported at an order level.

/1/

/1/ Material now appears on Original Sheet No. 110.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

32. Levels of Disaggregation:

Geographic, per State Agreements

(T)

POTS

(N)

- Field Work (FW)
 - No Field Work (NFW)
 - Business class of service
 - Residence class of service
- UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

(N)

Calculation:

$\Sigma(\text{Completion date} - \text{due date})$
÷ (total completed orders
with the Company caused
missed due date)

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - None

Benchmark:

Resale POTS Field Work parity compared to the Company Field Work
(N, T, C order types) and No Field Work compared to the Company
Retail No Field Work (N, T, C order types). UNE Combo Field Work
Parity compared to the Company Field Work (N, T, C order types) and
No Field Work compared to the Company Retail No Field Work (N, T, C
order types).

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

33. Measurement

Percent the Company Caused Missed Due Dates > 30 days

Definition:

Percent of orders where installation was completed greater than 30 days following the due date.

Exclusions:

Orders that are not N, T, or C.

Business Rules:

This includes items completed after the Due Date, due to the Company reason. This measurement is reported at an order level.
UNE Combos are also reported at an order level.

/1/

/1/ Material now appears on Original Sheet No. 111.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

33. Levels of Disaggregation:

Geographic, per State Agreements
POTS

(T)
(N)

- Field Work (FW)
 - No Field Work (NFW)
 - Business class of service
 - Residence class of service
- UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

(N)

Calculation:
(# of orders completed
greater than 30 calendar days
following the due date ÷
total orders completed) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:

Resale POTS Field Work parity compared to the Company Field Work
(N, T, C order types) and No Field Work compared to the Company
Retail No Field Work (N, T, C order types). UNE Combo Field Work
Parity compared to the Company Field Work (N, T, C order types) and
No Field Work compared to the Company Retail No Field Work (N, T, C
order types).

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

34. Measurement

Count of Orders Cancelled After the Due Date Which Were Caused by the Company.

Definition:

The total number of orders that were cancelled by the telecommunications carrier after the order due date. Only orders cancelled with the Company missed codes are included.

Exclusions:

- Telecommunications carrier delayed orders.
- Orders that are not N, T, or C.

Business Rules:

Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.

Levels of Disaggregation:

Geographic, per State Agreements (N)

POTS

- Business class of service
- Residence class of service

UNE Combos - (UNE P)

- Business class of service (C)
- Residence class of service (N)
- Residence class of service (N)

The count will be divided into the following days past due groupings:

1-30

31-90

> 90.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

34. Measurement (cont'd)

Calculation:
of orders cancelled after
the Due Date

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Parity with the Company Retail. The critical z allowance does not (N)
apply on this measurement only. Diagnostic. No benchmark |
required. (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

34.1 Measurement

Average Delay Days for Ameritech Caused Canceled Orders

Definition

Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.

Exclusions

- CLEC delayed orders.
- Orders that are not N, T, or C.

Business Rules

Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

34.1 Levels of Disaggregation:

Geographic, per State Agreements
POTS

- Business class of service
 - Residence class of service
- UNE Combos - (UNE P)
- Business class of service
 - Residence class of service

Calculation:
(total number of delay
days)/total canceled orders
Delay Days are defined as
(complete date - due date)

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Parity with the Company Retail.
Diagnostic. No benchmark required.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

35. Measurement

Percent Trouble Reports Within 30 Days (I-30) of Installation (C)

Definition:

Percent of N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion. (C)

Exclusions:

- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Disposition code "11", "12" & "13" reports (excludable reports). (N)
- Reports caused by customer provided equipment (CPE) or wiring.
- Trouble report received on the due date before service order completion.
- Orders that are not N, T, or C.

Business Rules:

Includes trouble reports received the day after the Company personnel complete the service order through 10 calendar days after completion.

/1/

/1/ Material now appears on Original Sheet No. 114.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

35. Levels of Disaggregation:

Geographic, per State Agreements

(T)

POTS

(N)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

(N)

Calculation:

(# of orders that receive a
network customer trouble
report within 30 calendar
days of service order
completion ÷ total orders) *
100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

(C)

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

36. Measurement

Percent No Access (Service Orders With No Access)

Definition:

Percent of Field Work (FW) orders with a status of "No Access."

Exclusions:

- Telecommunications carrier-caused misses. (SL - customer requests later date, SO - other customer reasons, SR - customer not ready).
- All orders that are not N, T, or C.
- No Field Work.

Business Rules:

The Company personnel set the "No Access" flag when access cannot be obtained to the customer's premises. Order must be Completed.

/1/

/1/ Material now appears on Original Sheet No. 116.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

36. Levels of Disaggregation:

Geographic, per State Agreements
POTS

(N)

- Business class of service
 - Residence class of service
- UNE Combo - (UNE P)

- Business class of service
- Residence class of service

(C)

(N)

(N)

Calculation:

(# of orders that are No
Access ÷ Total Field Work
orders) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Resale POTS Field Work parity compared to the Company Field Work
(N, T, and C order types) . UNE Combo Field Work Parity compared
to the Company Field Work (N, T, and C order types).

/1/

/1/ Material formerly appeared on Original Sheet No. 116 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance

37. Measurement

Trouble Report Rate

Definition:

The number of customer trouble reports per 100 lines.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open. (T)
- Reports caused by customer provided equipment (CPE) or wiring. (T)
- All disposition "11", "12" & "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. (N)
(N)

Business Rules:

Telecommunications carrier and the Company repair reports are entered into and tracked via WFA or LMOS. Reports are counted in the month they are closed.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combo - Parity with Ameritech Residence and parity with Ameritech business

(C)
(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

37. Measurement (cont'd)

Calculation:
[# of customer trouble
reports ÷ (total lines in
service ÷ 100)]

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

POTS - Parity with the Company Retail.

UNE Combo - Parity with the Company Residence and parity with
Ameritech Business.

(C)
(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

38. Measurement

Percent Missed Repair Commitments

Definition:

Percent of trouble reports not cleared by the commitment time due to the Company reasons.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- All disposition code "11", "12" & "13" reports (excludable reports).

(C)

Business Rules:

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that the Company personnel clear the repair activity and complete the trouble report. If this is after the commitment time, the report is flagged as a "Missed Commitment." Reports are counted in the month they are closed.

Levels of Disaggregation:

Geographic, per State Agreements
POTS

(N)

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch

UNE Combo (UNE P)

(N)

- Dispatch
- No Dispatch
- Business class of service
- Residence class of service

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

38. Measurement (cont'd)

Calculation:
(# of trouble reports not
cleared by the commitment
time ÷ total trouble reports)
* 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

POTS - Parity with the Company Retail.

UNE Combo - Parity with the Company Residence and parity with
Ameritech Business.

(C)

(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

39. Measurement

Receipt To Clear Duration

Definition:

Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- Disposition code "11", "12" & "13" reports (excludable reports).

(C)

Business Rules:

The clock starts on the date and time the Company receives a trouble report. The clock stops on the date and time that the Company personnel clear the repair activity and complete the trouble report in WFA or LMOS.

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/1/ Material now appears on Original Sheet No. 121.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

39. Levels of Disaggregation:

Geographic, per State Agreements
POTS

(N)

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

UNE Combo (UNE P)

(N)

- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

- Business class of service
- Residence class of service

(N)

(N)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

40. Measurement

Percent Out Of Service (OOS) < 24 Hours

Definition:

Percent of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "13" reports (excludable reports).
- Affecting Service reports.
- Reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Utilize state specific Business Rule or Standard clock hours as appropriate.

Levels of Disaggregation:

Geographic, per State Agreements

POTS

- Business class of service
- Residence class of service

UNE Combo - (UNE P)

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

40. Measurement (cont'd)

Calculation:
(# of OOS trouble reports <
24 hours ÷ total OOS trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - Medium
Tier 2 - None

Benchmark:
POTS - Parity with the Company Retail.
UNE Combo - Parity with the Company Residence and parity with
Ameritech Business.

(C)
(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

41. Measurement

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 30 calendar days of a previous customer report. (C)

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open. (C)
- Disposition code "11", "12" & "13" reports (excludable reports). (C)
- Reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report. (C)

Levels of Disaggregation:

Geographic, per State Agreements (N)
POTS

- Business class of service
- Residence class of service

UNE Combo - (UNE P) (C)

- Business class of service (N)
- Residence class of service (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

41. Measurement (cont'd)

Calculation:	Report Structure:	
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.	(C)

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

POTS - Parity with the Company Retail.

UNE Combo - Parity with Ameritech Residence and parity with Ameritech Business. (C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

42. Measurement

Percent No Access (Percent of Trouble Reports with No Access)

Definition:

Percentage of dispatched customer trouble reports with a status of
"No Access."

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "11", "12" & "13" reports (excludable reports).
- Reports caused by customer provided equipment (CPE) or wiring.
- Reports that are not dispatched.

(C)

Business Rules:

The Company personnel set the "No Access" flag when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.

Levels of Disaggregation:

Geographic, per State Agreements
POTS

(N)

- Business class of service
- Residence class of service

(N)

UNE Combo - (UNE P)

- Business class of service
- Residence class of service

(C)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

42. Measurement (cont'd)

Calculation:
(# of trouble reports with a
status of "No Access" ÷ Total
dispatched customer trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

POTS - Parity with the Company Retail.

UNE Combo - Parity with the Company Residence and parity with
Ameritech Business.

(C)
(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders)**

Provisioning

43. Measurement

Average Installation Interval

Definition:

Average business days from application date to completion date for
N, T, and C orders.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Circuits that have a customer requested Due Date greater than
20 business days.
- Official company service from Retail.
- Orders where CLECs are charged expedite charges
- Service requests involving major projects mutually agreed upon
by CLECs and Ameritech. For Resale and CPO a project is
defined as >250 lines, trunks, circuits, and/or telephone
numbers. For Loops, LNP, LSNP, a project is defined as >100
lines, trunks, circuits, and/or telephone numbers.

(D)

(N)

(N)

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders)**

Provisioning

43. Business Rules:

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.

If an order is completed on a Saturday, Sunday or Holiday, (N)
Ameritech will include that day in the calculation of interval. (N)

Levels of Disaggregation:

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

/1/
(C)
(N)
|
(N)

/1/ Material formerly appeared on Original Sheet No. 129 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

47. Measurement

Percent the Company Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

Includes orders with a completion date that is greater than the due date based on the Company missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as missed due date.

(N)
(N)

Levels of Disaggregation:

- See Measurement No. 43
- Reported for > 30 calendar days & > 90 calendar days.

Calculation:

(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 -Low
Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

51. Measurement (cont'd)

Calculation:
of orders cancelled after the
Due Date

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Parity with the Company Retail. The critical z allowance does not
apply on this measurement only. Diagnostic. No benchmark
required.

(N)
|
(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

51.1. Measurement

Average Delay Days for Ameritech Caused Canceled Orders

Definition:

Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.

Exclusions:

- UNE and Interconnection Trunk.
- Orders that are not N, T, or C.
- CLEC delayed orders

Business Rules:

Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.

Levels of Disaggregation:

See Measurement No. 43

- Resale Specials

Calculation:

$$\frac{\text{(total number of delay days)}}{\text{total canceled orders}}$$

Delay Days are Defined as
(complete date - due date)

Report Structure:

Reported for telecommunication carrier, all telecommunication carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 -Low
Tier 2 - None

Benchmark:

Parity with the Ameritech Retail.
Diagnostic. No benchmark required.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs)

Provisioning

55. Measurement

Average Installation Interval

Definition:

Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier requested due dates greater than "X" business days as set out below.
- Telecommunications carrier caused misses.
- Orders where CLECs are charged expedite charges
- Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(D)

(N)

(N)

Business Rules:

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).

If an order is completed on a Saturday, Sunday or Holiday, Ameritech will include that day in the calculation of interval.

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNES) (cont'd)

Provisioning (cont'd)

55. Measurement (cont'd)

Levels of Disaggregation:

- Wire Analog (1-10)
- Wire Analog (11-20)
- Wire Analog (20+)
- Wire Digital (1-10)
- 2 Wire Digital (11-20)
- 2 Wire Digital (20+)
- 2 Wire INP (1-10)
- 2 Wire INP (11-20)
- 2 Wire INP (20+)
- DS1 loop(includes PRI)
- Switch Ports - Analog Port
- Switch Ports - BRI Port (1-50)
- Switch Ports - BRI Port (50+)
- Switch Ports - PRI Port (1-20)
- Switch Ports - PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10)
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types

(D)

(D)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55. Measurement (cont'd)

Calculation:

$$\left[\sum (\text{Completion Date} - \text{Application Date}) \right] \div (\text{Total items completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Parity

2 Wire Analog

2 Wire Digital

2 Wire INP

DSI Loop (includes PRI)

Switch Ports - Analog Port

Switch Ports BRI Port

Switch Ports PRI Port

DS1 Trunk Port

Dedicated Transport (DS0,

DS1 and DS3)

Retail Comparison

POTS (Res/Bus FW)

ISDN BRI

Ameritech doesn not offer INP

DSI & ISDN PRI

VGPL

ISDN BRI

ISDN PRI

VGPL

DS1 & DS3

The critical z allowance does not apply on this measurement only.

(C)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.1 Measurement

Average Installation Interval - DSL

Definition:

Average calendar days from application date to completion date for N, T, and C orders.

Exclusions:

- Orders that are not N, T, or C.
- Telecommunications carrier requested due dates greater than the offered interval.
- Telecommunications carrier caused misses.
- Orders where CLECs are charged expedite charges

(D)

(N)

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.1 Business Rules:

The Application Date is the day that the telecommunications carrier authorizes the Company to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, the Company will initiate the service order when the loop qualification is returned from the Company engineering but the date the order was received will be the application date. If conditioning is required, the Company will reject the order back to the telecommunications carrier and wait for a supplement from the telecommunications carrier notifying the Company of the appropriate action to take. If the telecommunications carrier supplements the DSL order, the Company will issue the order and the application date will be the date that the Company receives the supplement. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.

/1/

If an order is completed on a Saturday, Sunday or Holiday,
Ameritech will include that day in the calculation of interval.

(N)
(N)

Levels of Disaggregation:

Geographic, per State Agreements
Loops requiring conditioning

(N)
(C)/1/

• Line Sharing

(N)

• No Line Sharing

(N)

Loops requiring no conditioning

(C)/1/

• Line Sharing

(N)

• No Line Sharing

(N)

/1/ Material formerly appeared on Original Sheet No. 149 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.1 Measurement (cont'd)

Calculation:

$$\left[\sum (\text{Completion Date} - \text{Application Date}) \right] \div (\text{Total items completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

- Non-Conditioned Loops with no line sharing- 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing - 10 Business Days. Critical z-value applies.
- Loops with line sharing - Parity

(C)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.2 Measurement

Average Installation Interval for Loop With LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE Combinations captured in the POTS or Specials measurements
- Excludes orders that are not N, T or C
- Excludes customer requested due dates greater than "X" business days. X is defined as follows:

Non-CHC/Non-FDT	Std. Interval	"X" Days
• Loop with LNP (1-10)	3 days	4 days
• Loop with LNP (11-20)	7 days	8 days
• Loop with LNP (21+)	10 days	11 days
CHC		
• Loop with LNP (1-10)	5 days	10 days
• Loop with LNP (11-20)	9 days	11 days
• Loop with LNP (21+)	10 days	11 days
FDT		
• Loop with LNP (1-10)	5 days	6 days
• Loop with LNP (11-20)	7 days	8 days
• Loop with LNP (21+)	10 days	11 days

- Excludes customer caused misses
- NPAC caused delays unless caused by Ameritech
- Orders where CLECs are charged expedite charges

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.2 Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that Ameritech personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated

Calculation:

$$[\sum(\text{Completion Date} - \text{Application Date})] \div (\text{Total number of orders completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.2 Measurement (cont'd)

Levels of Disaggregation:
Geographic, per State Agreement

CHC

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Non CHC/FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Calculation:

$$\left[\sum (\text{Completion Date} - \text{Application Date}) \right] \div (\text{Total number of orders completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

55.3 Measurement

Percent xDSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.

Definition:

The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.

Exclusions:

- Loops under 12,000 feet
- Loops conditioned through the FMOD process

Business Rules:

The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the telecommunications carrier.

This PM is measuring loops conditioned based on pre-qualification data rather than loop conditioning required by the FMOD process. In other words, loops that are conditioned through the FMOD process SHOULD NOT be counted in this measure.

Levels of Disaggregation:

- Loops between 12,000 feet and 17,500 feet
- Loops over 17,500 feet

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

55.3 Measurement (cont'd)

Calculation:

$$\left[\sum (\text{number of xDSL-capable loops requesting the removal of load coils or repeaters}) \div (\text{Total number of orders for xDSL-capable loops UNES completed}) \right]$$

Report Structure:

Reported for telecommunications carrier, the Company DSL Affiliate, and all telecommunications carriers.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement

Percent Installations Completed Within "X" Days

Definition:

Percent installations completed within "X" business days.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier requested due dates greater than "X" business days as set out in benchmark.
- Telecommunications carrier caused misses.
- Orders where telecommunication carriers are charged expedite charges
- Service requests involving major projects mutually agreed upon by telecommunication carriers and the Company. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(T)

(N)

(N)

Business Rules:

See Measurement No. 55.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement (cont'd)

Levels of Disaggregation:

Geographic, per State Agreements

- Wire Analog (1-10)
- Wire Analog (11-20)
- 2 Wire Analog (20+)
- 2 Wire Digital (1-10)
- 2 Wire Digital (11-20)
- 2 Wire Digital (20+)
- 2 Wire INP (1-10)
- 2 Wire INP (11-20)
- 2 Wire INP (20+)
- DS1 loop(includes PRI)
- Switch Ports - Analog Port
- Switch Ports - BRI Port (1-50)
- Switch Ports - BRI Port (50+)
- Switch Ports - PRI Port (1-20)
- Switch Ports - PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10)
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types

(N)

(D)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement (cont'd)

Levels of Disaggregation:

Calculation:
(# of items installed within "X"
business days ÷ total items) *
100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Parity:

Retail Comparison

2 Wire Analog
2 Wire Digital
2 Wire INP
DS1 Loop (includes PRI)
Switch Ports - Analog Port
Switch Ports BRI Port
Switch Ports PRI Port
DS1 Trunk Port
Dedicated Transport (DS0,
DS1, and DS3)

POTS (Res/Bus FW)
ISDN BRI
the Company does not offer INP
DS1 & ISDN PRI
VGPL
ISDN BRI
ISDN PRI
VGPL
DS1 & DS3

(T)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

58. Measurement

Percent the Company Caused Missed Due Dates

Definition:

Percentage of items where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier caused misses.
- Orders that are covered in Facility Modification Missed Due Date measure (WI #8) (N)

Business Rules:

This includes items completed after the Due Date, due to the Company reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date. (N)

Levels of Disaggregation:

See benchmark.

Calculation:

(# of UNEs with missed due dates
÷ total items installed) *100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

58. Measurement (cont'd)

Benchmark:

Parity:

- 1. 8.0 dB Loop with Test Access and
8.0 dB Loop without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

- 1a. 8.0 dB Loop with Test Access and
8.0 dB Loop without Test Access
(NFW)

POTS (Res./Bus NFW)

(N)
|
(N)

The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- 2. 5.0 dB Loop with Test Access and
5.0 dB Loop without Test Access

VGPL

- 3. BRI Loop with Test Access

ISDN BRI

- 4. ISDN BRI Port

ISDN BRI

- 5. DS1 Loop with Test Access

DS1 & ISDN PRI

- 6. DS1 Dedicated Transport

DS1

- 7. Subtending Channel (23B)

DDS

- 8. Subtending Channel (1D)

DDS

- 9. Analog Trunk Port

VGPL

- 10. Subtending Digital Direct
Combination Trunks

VGPL

DS3

- 11. DS3 Dedicated Transport

- 12. Dark Fiber

DS3

- 13. DSL Loops w/Line Sharing

Parity with Ameritech

Affiliate

5% (No critical z-value
applies) for PM 58

Parity with Ameritech Affiliate for other PMs if not otherwise noted
in the specific PM

(N)(C)
(C)
(N)
|
(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

59. Measurement

Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percentage of items that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).
- UNE Combos captured in the POTS or Specials measurements.
- Trouble report received on the due date before service order completion.
- Orders that are not N, T, or C.

Business Rules:

A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an "add" in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.

Levels of Disaggregation:

Geographic, per State Agreements
See Benchmark.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

59. Measurement (cont'd)

Calculation:
(# of UNEs that receive a network
customer trouble report within 30
calendar days of service order
completion ÷ total items installed)
* 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

See Measurement 58 except as
follows:

DSL Loops - No Line Sharing

6% (No critical z-value applies)

(N)

|

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

60. Measurement

Percent the Company Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of items with missed committed due dates due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.

Business Rules:

Includes order with a completion date that is greater than the due date based on the Company missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

(N)

(N)

Levels of Disaggregation:

Geographic, per State Agreements

(N)

- See Benchmark
- Reported for > 30 calendar days & > 90 calendar days

Calculation:

(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

See Measurement No. 58.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

61. Measurement

Average Delay Days for Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed items due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

Geographic, per State Agreements
See Benchmark.

(N)

Calculation:

$$\frac{\sum(\text{Completion date} - \text{UNE (8db loops are measured at the order level) due date})}{\text{total closed items with the Company caused missed due dates due to lack of facilities}}$$

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

See Measurement No. 58

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

62. Measurement

Average Delay Days For the Company Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed items.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

Geographic, per State Agreements
See Benchmark.

(N)

Calculation:

$$\frac{\sum(\text{Completion date} - \text{UNE due date})}{\div (\text{total closed items with the Company caused missed due dates})}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - None

Benchmark:

See Measurement 58 except as follows:

DSL Loops - No Line Sharing

6.5 Days (No critical z-value applies)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

63. Measurement

Percent the Company Caused Missed Due Dates > 30 days

Definition:

Percentage of items where installation was completed greater than 30 days following the due date.

Exclusions:

- Specials and Interconnection Trunks.
- Telecommunications carrier-caused misses.

Business Rules:

Geographic, per State Agreements
See Measurement No. 58

(N)

Levels of Disaggregation:

See Benchmark.

Calculation:

(# of UNEs completed greater
than 30 days following the due
date ÷ total items) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

See Measurement No. 58

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

64. Measurement

Count of Orders Cancelled After the Due Date Which Were Caused by the Company.

Definition:

A count of the total number of orders that were cancelled after the order due date. Only orders cancelled with the Company missed codes are included.

Exclusions:

- Telecommunications carrier delayed orders.
- Orders that are not N, T, or C.

Business Rules:

Includes orders that are cancelled by the telecommunications carrier after the negotiated due date and prior to completion.

Levels of Disaggregation:

Geographic, per State Agreements

See Measurement No. 58

The count will be divided into the following days past due groupings:

- 1-30
- 31-90
- > 90

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

64. Measurement (cont'd)

Calculation:
of orders cancelled after the
Due Date

Report Structure:
Reported for individual
telecommunications carriers, the
aggregate of all
telecommunications carriers, and
the Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Parity with the Company Retail. The critical z allowance does not
apply on this measurement only. Diagnostic. No benchmark
required.

(N)
|
(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

64.1 Measurement

Average Delay Days for Ameritech Caused Canceled Orders - UNE

Definition:

Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.

Exclusions:

- CLEC delayed orders.
- Orders that are not N, T, or C.

Business Rules:

Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.

Levels of Disaggregation:

See measure 64

- UNE

Calculation:

total number of delay
days)/total canceled orders
Delay Days are Defined as
(complete date - due date)

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with Ameritech Retail.
Diagnostic. No benchmark required.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65. Measurement

Trouble Report Rate

Definition:

The number of network customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).

Business Rules:

Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.

Levels of Disaggregation:

Geographic, per State Agreements
See Benchmark

(N)

Calculation:

$$\frac{[\# \text{ of network trouble reports}]}{(\text{Total UNEs in service} \div 100)}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

/1/

/1/ Material now appears on Original Sheet No. 166.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65.

Benchmark:

Parity:

1. 8.0 dB Loop with Test Access and
- 8.0 dB Loop without Test Access

Retail Comparison:

POTS (Bus and FW)

(T)/1/

(N)

The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-------------------------------------|----------------------------|
| 2. 5.0 dB Loop with Test Access and | VGPL |
| 5.0 dB Loop without Test Access | |
| 3. BRI Loop with Test Access | ISDN BRI |
| 4. ISDN BRI Port | ISDN BRI |
| 5. DS1 Loop with Test Access | DS1 & ISDN PRI |
| 6. DS1 Dedicated Transport | DS1 |
| 7. Subtending Channel (23B) | DDS |
| 8. Subtending Channel (1D) | DDS |
| 9. Analog Trunk Port | VGPL |
| 10. Subtending Digital Direct | VGPL |
| Combination Trunks | |
| 11. DS3 Dedicated Transport | DS3 |
| 12. Dark Fiber | DS3 |
| 13. DSL Loops w/Line Sharing | Ameritech Affiliate |
| 14. DSL Loops without Line Sharing | 3% (No critical z applies) |
| 15. Interconnection Trunks | Inter-office Trunks |

(N)

/1/ Material formerly appeared on Original Sheet No. 166 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

66. Measurement

Percent Missed Repair Commitments

Definition:

Percentage of trouble reports not cleared by the commitment time due to the Company reasons.

Exclusions:

- Specials and Interconnection Trunks.
- All Combos other than 8db loops.
- Non-measured reports (CPE, Interexchange, and Information reports).

Business Rules:

The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. Reports are counted the month they are closed.

Levels of Disaggregation:

Geographic, per State Agreements

(N)

2-Wire Analog 8dB Loop.

DSL Line Sharing

(N)

Calculation:

(# of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Parity with the Company POTS Business FW for 2-Wire Analog 8dB

(C)

Loop. Parity with Ameritech Affiliate for DSL line sharing.

(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

67. Measurement

Mean Time To Restore

Definition:

Average duration of network telecommunications carrier trouble reports from the receipt of the telecommunications carrier trouble report to the time the trouble report is cleared.

Exclusions:

- See Measurement No. 65.
- No Access Time.
- Delayed Maintenance Time.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared in WFA.

Levels of Disaggregation:

Geographic, per State Agreements

(N)

- See Benchmark
- Dispatch / No Dispatch.

Calculation:

$$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - High
- Tier 2 - High

Benchmark:

See Measurement No. 58. Except as follows:
DSL Loops with Line Sharing - Parity
DSL Loops with no Line Sharing - 9.0 hours (critical z-value does not apply)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

68. Measurement

Percent Out Of Service (OOS) < "24" Hours

Definition:

Percentage of OOS trouble reports cleared in less than 24 hours.

Exclusions:

See Measurement No. 66.

Business Rules:

The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.

Levels of Disaggregation:

Geographic, per State Agreements
2-Wire Analog 8dB Loop.

(N)

Calculation:

$$\frac{(\# \text{ of OOS trouble reports} < 24 \text{ hours} \div \text{total OOS trouble reports}) * 100}{}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - None

Benchmark:

Parity with the Company POTS Business and Residence combined.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

69. Measurement

Percent Repeat Reports

Definition:

Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

Geographic, per State Agreements
See Benchmark.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

69. Measurement (cont'd)

Calculation:
(# of network customer trouble
reports received within 30
calendar days of a previous
customer trouble report ÷ total
network customer trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

See Measurement No. 58. Except as follows:

DSL Loops with Line Sharing - Parity

DSL Loops with no Line Sharing - 12.0% hours (critical z-value
does not apply)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70. Measurement

Percentage of Trunk Blockage (Call Blockage)

Definition:

Percentage of calls blocked on outgoing traffic from the Company end office to telecommunications carrier end office and from the Company tandem to telecommunications carrier end office.

Exclusions:

- Weekends and Holidays
- If telecommunications carriers have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- The Company is ready for turn-up on Due Date and telecommunications carrier is not ready or not available for turn-up of trunks.
- If telecommunications carrier does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by the Company or in the timeframe specified in the ICA.
- If telecommunications carrier fails to provide a forecast.
- If telecommunications carrier's actual trunk usage, as shown by the Company from traffic usage studies, is more than 25% above telecommunications carrier's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.
- The exclusions do not apply if the Company fails to timely provide telecommunications carrier with traffic utilization data reasonably required for telecommunications carrier to develop its forecast or if the Company refuses to accept telecommunications carrier trunk orders (ASRs or TGSRs) that are within the telecommunications carrier's reasonable forecast regardless of what the current usage data is.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.1. Measurement

Trunk Blockage Exclusions

Definition:

Number of calls blocked on outgoing traffic from AIT end office to CLEC end office and from AIT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.

Exclusions:

- None

Business Rules:

Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply. See PM 70 for list of the exclusions.

Levels of Disaggregation:

- By Market Region

Calculation:

Count of Excluded blocked calls

Report Structure:

Reported for CLEC and all CLECs

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.2. 1Measurement

Percentage of Trunk Blockage (Trunk Groups)

Definition:

Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from Ameritech end office to CLEC end office, and from Ameritech tandem office to CLEC end office. This measure is evaluated using a three month rolling average of trunk group blockage. (This measure is only valid if a CLEC has 20 or more trunk groups.)

Exclusions:

- If CLECs have more than 10% of the trunks of a particular TG busied-out for maintenance at their end, that TG will be excluded from that months calculations.
- A TG may be excluded from the calculations for a particular month if AT&T is found to be not ready for turn-up on the negotiated Due Date in 3 consecutive instances within the month.
- If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days when a Call Blocking situation is identified in a Final Trunk Group by Ameritech or in the timeframe specified in the ICA, (Article 4.3.13) the TG in question may be excluded from the calculations for that particular month.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.2. Exclusions (cont'd):

- If CLEC fails to provide a forecast for a particular TG, that TG will be excluded from calculations until a forecast is provided.
- If CLECs actual "trunks required" calculation, as shown by Ameritech from traffic usage studies, is more than 150% of CLEC's forecast for the TG in question, which was delivered to Ameritech 6 months prior, unless a different timeframe is specified in an interconnection agreement., that particular TG may be excluded from the calculations for that particular month.
- New trunk groups that have not been in service for six months may be excluded from calculations for that 6 month period. Nevertheless, utilization data will be gathered upon turn-up of the TG.
- The exclusions do not apply if Ameritech fails to timely provide the CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refused to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's forecast regardless of what the current usage data is.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.2. Business Rules:

Blocked calls and total calls are gathered on all reportable trunk groups during the official 20 day study month. Busy hour statistics are determined for reporting purposes.

Levels of Disaggregation:

- Ameritech end office to CLEC end office
- Ameritech tandem to CLEC end office

Calculation:

(# of trunk groups exceeding 1% blocking for each of three consecutive months / total # trunk groups in service).

Report Structure:

Reported for telecommunication carrier, all telecommunication carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Diagnostic.

99% of trunk groups not exceeding 1% blocking for three consecutive months, as a rolling average, with no single TG exceeding 1% blocking for more than 1 month.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

71. Measurement

Common Transport Trunk Blockage

Definition:

Percentage of local common transport trunk groups exceeding 2% blockage.

Exclusions:

No data is collected on weekends.

Business Rules:

Blocked calls and total calls are gathered during the official 20 day study for intraLATA traffic month.

Levels of Disaggregation:

- Common trunk groups where telecommunications carriers share ILEC trunks (T)
- Common trunk groups for telecommunications carriers not shared by ILEC. (T)

Calculation:

(# of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.

Report Structure:

Reported on local common transport trunk groups and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - High

Benchmark:

State Standard of 3% or parity, whichever allows less blocking in a given month.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

73. Measurement

Percentage Missed Due Dates - Interconnection Trunks

Definition:

Percentage of trunk order due dates missed on interconnection trunks.

Exclusions:

Telecommunications carrier Caused Misses.

Business Rules:

The Due Date starts the clock. The Completion Date is the day that the Company personnel complete the service order activity and it is accepted by the telecommunications carrier, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

(C)

(N)

(N)

Calculation:

$$\frac{\text{(\# of trunk circuits missed)}}{\text{total trunk circuits installed}} \times 100$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Medium

Tier 2 - None

Benchmark:

Parity with the Company Interoffice Facility Trunks.

(T)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

74. Measurement

Average Delay Days For Missed Due Dates - Interconnection Trunks

Definition:

Average calendar days from due date to completion date on company missed interconnection trunk orders.

Exclusions:

Telecommunications carrier Caused Misses.

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the telecommunications carrier accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

(C)
(N)
|
(N)

Calculation:

$$\frac{\sum (\text{Completion date} - \text{committed circuit due date})}{\text{Total completed trunk circuits with missed Due Dates}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity with the Company Interoffice Facility Trunks.

(T)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

75. Measurement

Percentage the Company Caused Missed Due Dates > 30 Days -
Interconnection Trunks

Definition:

Percentage of Interconnection Trunk Circuits where installation
was completed greater than 30 days following the due date.

Exclusions:

Excludes telecommunications carrier-caused Misses.

Business Rules:

See Measurement No. 74

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

(C)
(N)
|
(N)

Calculation:

(# of interconnection trunk
circuits completed greater than
30 days following the due date ÷
total installed interconnection
trunk circuits) * 100.

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

76. Measurement

Average Trunk Restoration Interval - Interconnection Trunks

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days.

Exclusions:

Excludes non-measured tickets (CPE, Interexchange, or Information).

Business Rules:

The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level.

(T)

The stop time is when the report is cleared in WFA.

(T)

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

(C)

(N)

(N)

Calculation:

$$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})]}{\text{total trunk trouble reports}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

77. Measurement

Average Trunk Restoration Interval for Service Affecting Trunk Groups

Definition:

The average time to restore service affecting trunk groups.

Exclusions:

None

Business Rules:

Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the telecommunications carrier that identifies a service affecting condition. The clock stops after completion of work by the Company.

Levels of Disaggregation:

- Tandem trunk groups.
- Non-Tandem trunk groups.
- 911
- OS/DA
- SS7
- Interconnection Trunks

(N)

(N)

Calculation:

$$\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] / \text{total service affecting trunk group trouble reports}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - High
- Tier 2 - High

Benchmark:

Tandem trunk groups - 1 hour / Non-Tandem - 2 hours.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

80. Measurement

Directory Assistance Average Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when an Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation

Levels of Disaggregation:

None

Calculation:

Total queue time ÷ total
calls answered

Report Structure:

Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - Low

Benchmark:

7.0 seconds.

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

(T)

81. Measurement
Operator Services Grade Of Service

Definition:
Percentage of operator services calls answered within "X" seconds.

Exclusions:
None

Business Rules:
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.

Levels of Disaggregation:

- < 1.5 seconds
- < 2.5 seconds
- > 7.5 seconds
- > 10.0 seconds
- > 15.0 seconds
- > 20.0 seconds
- > 25.0 seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

82. Measurement
Operator Services Speed Of Answer

Definition:
The average time a customer is in queue.

Exclusions:
None

Business Rules:
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.

Levels of Disaggregation:
None

Calculation:
Total queue time ÷ total
calls answered

Report Structure:
Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - Low

Benchmark:
3.6 seconds.

(D)

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PART 2 - General Terms and Conditions
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Cancels
Original Sheet No. 189

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

84. Measurement - Telecommunications Carrier Requested Removal
Percentage of Calls Deflected

(N)

(D)

(D)

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PART 2 - General Terms and Conditions
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Original Sheet No. 190

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

85. Measurement - Telecommunications Carrier Requested Removal
Average Work Time

(N)

(D)

(D)

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

2nd Revised Sheet No. 191
Cancels
Original Sheet No. 191

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

86. Measurement - Telecommunications Carrier Requested Removal
Non-Call Busy Work Volumes

(N)

(D)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

91. Measurement

Percentage of LNP Only Due Dates within Industry Guidelines

Definition:

Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).

Exclusions:

- Telecommunications carrier caused or requested delays.
- NPAC caused delays unless caused by the Company.
- Telecommunications carrier requested Due Dates outside industry guidelines.

Business Rules:

Industry guidelines for due dates for LNP are as follows:

- For Offices in which NXXs are previously opened - 3 Business Days.
- New NXX - 5 Business days on LNP capable NXX.
- Day after new NXX is opened - 4 Business days.

The above-noted due dates are from the date of the FOC issuance.

For partial LNP conversions that require restructuring of a customer account:

- 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new. (C)
- >100 TNs, including entire NXX: The due dates are negotiated. (C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

91. Measurement (cont'd)

Levels of Disaggregation:

- NXXs Completed
- NXXs Partial (1-100).

(D)
(C)(D)

Calculation:

(# of LNP TNS implemented
within Industry guidelines ÷
total LNP TNS) *100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

96.5%. The benchmark will be revised either up or down if
industry guidelines are established that are different than the
objective stated here.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94. Measurement

Percentage FOCs Returned Within "X" Hours

(C)

Definition:

Percentage of FOCs returned within a specified time frame from receipt of complete and accurate LNP or LNP with Loop service request to return of confirmation to telecommunications carrier.

(N)

Exclusions:

- Rejected orders.
- The Company retail disconnect orders in conjunction with wholesale migrations.
- Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's Performance shall not include Service Bureau Provider processing, availability or response time.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94. Measurement (cont'd)

Business Rules:

See Business Rule for Measure 5.

Levels of Disaggregation:

Orders are measured according to how the Service Order was received via the Company (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. The Company will measure unsolicited FOCs as jeopardies

Manual Requests:

- Simple Residence and Business LNP Only (1-19 Lines) < 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

(D)
(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94. Measurement (cont'd)

Levels of Disaggregation: (cont'd)

Electronic Requests via EDI:

- Simple Residence and Business LNP Only (1-19 Lines) Manually Processed < 5 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) Electronically Processed < 2 Business Hours
- LNP with Loop (1-19 Loops) Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP COMPLEX BUSINESS (50+ LINES) < NEGOTIATED WITH NOTIFICATION OF TIMEFRAME WITHIN 24 CLOCK HOURS

Calculation:

(# of FOCs returned within "x"
hours ÷ total FOCs sent) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and Company Affiliate.

(D)

(N)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94. Measurement (cont'd)

Measurement Type:

Tier 1 - Low

Tier 2 - Medium

Benchmark:

95%, and the average for the remainder of each measure
disaggregated shall not exceed 20% of the established benchmark.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94.1 Measurement

Average Time To Return FOC

Definition:

The average time to return FOC from receipt of complete and accurate service request to return of confirmation to telecommunications carrier.

Exclusions:

- Rejected Orders.
- The Company retail disconnect orders conjunction with wholesale migrations.
- Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

See Measurement No. 94.

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94.1 Measurement (cont'd)

Levels of Disaggregation:

Manual Requests:

- Simple Residence and Business LNP Only (1-19 Lines)
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (20+ lines)
- LNP with Loop (20+ Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (20-50 Lines)
- LNP Complex Business (50+ Lines)

Electronic Requests via EDI:

- Simple Residence and Business LNP Only (1-19 Lines) - Electronically Processed
- Simple Residence and Business LNP Only (1-19 Lines) - Manually Processed
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (20+ lines)
- LNP with Loop (20+ Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (20-50 Lines)
- LNP Complex Business (50+ Lines)

Calculation:

$$\frac{\sum[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})]}{\text{Total FOCs}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

No Benchmark

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

95. Measurement

Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes

Definition:

Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of telecommunications carrier-caused errors in the order.

Exclusions:

Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

For each non-mechanized order, the start time is the receipt date/time of non-mechanized order, and the end time is the transmittal time of rejection notification of the order due to telecommunications carrier-caused errors. The difference between the two is the duration in hours.

Levels of Disaggregation:

- None

Calculation:

$$\frac{\sum(\text{Date \& Time of Order reject} - \text{Date and Time Order receipt})}{\text{Total non-mechanized LNP Orders Rejected}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

(D)
(D)
(N)

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

5 Business Hours.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

98. Measurement

Percentage Trouble LNP (I-Reports) in 30 Days of Installation (C)

Definition:

Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion. (C)

Exclusions:

Excluding subsequent reports and all disposition code "11", "12" & "13" reports (excludable reports). (N)

- Trouble reports caused by CPE or inside wiring. (N)

Business Rules:

Includes trouble reports received the day after the Company personnel complete the service order through 30 calendar days after completion. (C)

Levels of Disaggregation:

None

Calculation:

(# of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP Orders) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate (C)

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail POTS - No Field Work.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

9-1-1 (cont'd)

103. Measurement

Percent Accuracy for 911 Database Updates

Definition:

The percentage of 911 records that were updated by the Company in error.

Exclusions:

Telecommunications carrier-caused Errors.

Business Rules:

The data required to calculate this measurement will be provided by the telecommunications carrier based on the compare file. CLEC requests a compare file in writing through their assigned Ameritech Account Manager. This request should provide the requesting company's name (per CLEC interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc.), if the compare file is requested by email, diskette, CD-ROM, and the CLEC contact name, number, and e-mail address. Upon request, the Company will provide, within 14 business days of request receipt, an electronic compare file. telecommunications carrier will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CR-ROM, diskette, paper or as an electronic file (transmitted). The telecommunications carrier will provide the number of records transmitted and the errors found. The Company will verify the records determined to be in error to validate that the records were input by the Company incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the telecommunications carrier.

(N)

(N)

Levels of Disaggregation:

None

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

9-1-1 (cont'd)

104.1. Measurement

The average time it takes to unlock the 911 record

Definition:

The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.

Exclusions:

CLEC caused delayed unlocks

Business Rules:

The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked

Levels of Disaggregation:

None

Calculation:

Sum (SOC Date - date 911 record is unlocked)

Report Structure:

Reported for individual telecommunication carrier, and all telecommunication carriers and SWBT affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Poles, Conduit and Rights of Way (cont'd)

106. Measurement

Average Days Required to Process a Request

Definition:

The average time it takes to process a request for access to poles, conduits, and right-of-ways.

Exclusions:

None

Business Rules:

See Measurement No. 105

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Date request returned to telecommunications carrier} - \text{date request received from telecommunications carrier})}{\text{total requests}}$$

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

See Measurement No. 105. Revised benchmark will be established during the 6-month review.

(C)

(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Collocation

107. Measurement

Percentage Missed Collocation Due Dates

Definition:

The percentage of the Company caused missed due dates for collocation projects.

Exclusions:

None

Business Rules:

The clock starts when the Company receives an accurate and complete application form for space from the telecommunications carrier and the clock stops when the collocation space is turned over to the telecommunications carrier for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by the Company and the telecommunications carrier. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.

(N)

(N)

(D)

(N)

(N)

/1/ Material now appears on Original Sheet No. 217.1 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Collocation

107. Measurement (cont'd)

Levels of Disaggregation:

- Physical
- Virtual
- Cageless
- Additions

Calculation:

(# of the Company met due dates
for collocation facilities ÷
total collocation completions)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers and the Company.

Measurement Type:

- Tier 1 - High
- Tier 2 - High

/1/

Benchmark:

Parity with the Company Affiliate on an Interim basis (until
June) to establish if enough data exists to make ongoing
comparison.

(N)

(N)

/1/ Material formerly appeared on Original Sheet No. 217 in this Section.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Collocation (cont'd)

108. Measurement

Average Delay Days for the Company Missed Due Dates

Definition:

The average delay days caused by the Company to complete collocation facilities.

Exclusions:

None

Business Rules:

See Measurement No. 107.

Levels of Disaggregation:

- Physical
- Virtual
- Cageless
- Additions

Calculation:

$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{total the Company caused missed collocation completions.}$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliates.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity with the Company Affiliate on an Interim basis (until June) (N)
to establish if enough data exists to make ongoing comparison. (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Collocation (cont'd)

109. Measurement

Percent of Requests Processed Within the Established Timelines

Definition:

The percent of requests for collocation facilities processed within the established timelines.

Exclusions:

Weekends & Holidays.

Business Rules:

The clock starts when the Company receives the application. The clock stops when the Company responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).

Levels of Disaggregation:

- Physical
- Virtual
- Cageless
- Additions

Calculation:

$$\frac{(\# \text{ of requests processed within the timeline}}{\text{total requests)}} \times 100$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with the Company Affiliate on an Interim basis (until June) (N)
to establish if enough data exists to make ongoing comparison. (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

111. Measurement

Average Update Interval for DA Database for Facility Based telecommunications carriers

Definition:

The average update interval for DA database changes for facility based telecommunications carriers.

Exclusions:

- Weekends & Holidays
- Rejected updates (e.g. missing a zip code, incomplete phone number)

Business Rules:

See Measurement No. 110.

Levels of Disaggregation:

- Manual
- Electronic

Calculation:

$$\left[\sum (8:00 \text{ a.m. of the day following the input into the DL database} - \text{Time update received from CLEC}) \right] \div \text{total updates completed}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Manual orders 48 hours. Electronic orders are Parity with Ameritech Retail.

(C)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

112. Measurement

Percentage DA Database Accuracy For Manual Updates

Definition:

The percentage of DA records that were updated by the Company correctly. The data required to calculate this measurement will be provided by the telecommunications carrier. The telecommunications carrier will provide the number of records transmitted and the errors found. The Company will verify the records determined to be in error to validate that the records were input by the Company incorrectly.

Exclusions:

- Errors not submitted within 10 days of order confirmation receipt (T)
- CLEC caused errors (N)

Business Rules:

See Measurement No. 110.

Levels of Disaggregation:

None

Calculation:

(# of manual updates without the Company caused errors ÷ Total updates processed) *100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers for facility based providers, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

97% (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Coordinated Conversions

114.1 Measurement

CHC/FDT LNP with Loop Provisioning Interval.

Definition:

The % of CHC/FDT LNP with Loop Lines completed by Ameritech within the established provisioning intervals.

Exclusions:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SWBT the opportunity to complete CHC/FDT LNP with Loop within the designated interval.
- IDLC (pair gain systems) identified on or before the due date.

Business Rules:

The start time is at the direction of the telecommunications carrier and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the telecommunications carrier calls the Company LOC to start the conversion, and ends when the Company technician completes the cross connect to the telecommunications facilities and has called the telecommunications carrier to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the Company technician completes the cross connect to the telecommunications carrier facilities. This measurement only includes Coordinated Hot Cuts with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the telecommunications carrier at the time of conversion.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Coordinated Conversions

114.1 Measurement (cont'd):

Levels of Disaggregation:

CHC

LNP with Loop

- <10 lines
- 10-24 lines

FDT

LNP with Loop

- <10 lines
- 10-24 lines

Calculation:

Total CHC/FDT LNP with Loop
Lines within the designated
interval ÷ total CHC/FDT LNP
with Loop lines.

Report Structure:

Reported by telecommunication
carrier, all telecommunication
carriers, and the Company
Affiliate.

Measurement Type:

- Tier 1 - Medium
- Tier 2 - Medium

Benchmark:

- CHC/FDT LNP with Loop for < 10 Lines 90 % within one hour.
- CHC/FDT LNP with Loop for 10-24 Lines 90% within two hours.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Coordinated Conversions (cont'd)

115.1 Measurement

Percent Provisioning Trouble Reports (PTR)

Definition:

Measures the percent of CHC/FDT circuits for which the telecommunications carrier submits a trouble report on the day of conversion.

Exclusions:

- Reports for which the trouble is attributable to the Company network (unless the Company had knowledge of the trouble prior to the due date)
- IDLC (pair gain systems) identified on or before the due date.

Business Rules:

The percent of CHC/FDT circuits for which the telecommunications carrier submits a trouble report on the day of conversion, or before noon on the next business day.

Levels of Disaggregation:

- CHC and FDT

Calculation:

(Count of CHC/FDT circuits for which the telecommunications carrier submits a trouble report on or before noon on the next business day after conversion ÷ total # of CHC/FDT circuits converted.

Report Structure:

Reported by telecommunication carrier, all telecommunication carriers, and the Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

No Benchmark. To be reviewed in 6 month review.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Coordinated Conversions (cont'd)

115.2 Measurement

Mean Time To Restore - Provisioning Trouble Report (PTR)

Definition:

Average duration of the outage from the receipt of the PTR to the time it is cleared.

Exclusions:

- Excludes Non-measured reports (CPE, Interexchange, and Information reports).
- Excludes no access to the end user's location.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared.

Levels of Disaggregation:

- CHC and FDT

Calculation:

$$\sum[(\text{Date and time PTR is closed with the customer}) - (\text{date and time PTR is received})] \div \text{total PTRs}$$

Report Structure:

Reported by telecommunications carrier, all telecommunications carriers, and Company Affiliate

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

No Benchmark. To be reviewed in 6 month review.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

NXX

117. Measurement

Percent NXXs loaded and tested prior to the effective date

Definition:

The percent of NXXs loaded and tested prior to the effective date.

Exclusions:

None

Business Rules:

Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.

(N)

(N)

Levels of Disaggregation:

None

Calculation:

(# of NXXs loaded and tested
by LERG effective date ÷
total NXXs loaded and tested)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

(N)

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

NXX (cont'd)

118. Measurement

Average Delay Days for NXX Loading and Testing

Definition:

Average calendar days from due date to completion date on company missed NXX orders.

Exclusions:

None

Business Rules:

See Measurement No. 117.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Completion Date} - \text{LERG effective date})}{\text{Total the Company caused late orders}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

(N)

Measurement Type:

Tier 1 - Low

Tier 2 - None

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

NXX

119. Measurement

Mean Time to Repair

Definition:

Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.

Exclusions:

None

Business Rules:

The start time is when the report is received. The stop time is when the trouble report is cleared. Ameritech will contact the CLEC to close the trouble.

(N)

(N)

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Date and time trouble report is cleared with the customer} - \text{Date and time trouble report is received})}{(\text{Total NXX trouble reports})}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

BONA FIDE Request Process (BFRs)

120. Measurement

Percentage of Requests Processed Within 30 Business Days

Definition:

Percentage of Bona fide requests processed within 30 business days.

Exclusions:

Weekends and Holidays.

Business Rules:

The clock starts when the Company receives the application. The clock stops when the Company completes application processing.

Levels of Disaggregation:

None

Calculation:

(# of number of requests
processed within 30 days ÷
total requests) * 100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Parity with the Company Affiliate on an Interim basis (until June) (N)
to establish if enough data exists to make ongoing comparison. (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

BONA FIDE Request Process (BFRs) (cont'd)

121. Measurement

Percentage of Quotes Provided for Authorized BFRs Within 45
Business Days

Definition:

Percentage of quotes provided in response to bona fide requests
within 45 business days.

Exclusions:

Weekends and Holidays.

Business Rules:

The clock starts when the Company receives the application. The
clock stops when the Company responds back to the application
request with a quote.

Levels of Disaggregation:

None

Calculation:

(# of requests processed within
45 days ÷ total # of requests) *
100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Affiliate on an Interim basis (until June) (N)
to establish if enough data exists to make ongoing comparison. (N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 1.Measurement

Percentage of Orders Given Jeopardy Notices

Definition:

Percentage of orders given jeopardy notices measures the number of 870s sent to customers as a percentage of the total number of orders completed in the period.

Exclusions:

- CLEC End User-Initiated Jeopardy Codes.

Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as Jeopardies.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 1.Measurement (cont'd)

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Field Work (FW)
- Non-Field Work (NFW)

Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Loops

LNP with Loop

UNE Combos

Calculation:

(# of orders receiving
jeopardy notices) / (Total
orders due in the calendar
month) *100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Diagnostic - Parity with Ameritech Retail:

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. UNE Combos/ Retail-POTS(ALL)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 2.Measurement

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date

Definition:

Percentage of orders given jeopardy notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.

Exclusions:

- CLEC/End User Initiated Jeopardy Codes.
- Weekends and Holidays.

Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 2.Measurement (cont'd)

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Field Work (FW)
- Non-Field Work (NFW)

Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Loops

LNP with Loop

UNE Combos

Calculation:

(# of orders receiving an
870 within 24 hours of the
order due date) / (Total
orders receiving an 870) *
100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Diagnostic - Parity with Ameritech Retail:

- 4. Wholesale-POTS/ Retail-POTS
- 5. Unbundled Loops/ POTS with FW
- 6. UNE Combos/ Retail-POTS(ALL)

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 3.Measurement

Coordination Conversions Outside of Interval

Definition:

Coordinated Conversion outside of Interval measures the number of coordinated unbundled loop cutovers started within one hour of the start scheduled time as a percentage of all coordinated unbundled loops completed in the reporting period.

Exclusions:

- Orders for which the CLEC was not ready after the cutover was started.
- Canceled orders.

Business Rules:

A coordinated loop is any unbundled loop requiring coordination. The start date and time is the date and time the central office/translations work begins. The scheduled time is the cutover date and time requested by the CLEC and found on the cutover schedule. The cutover is considered complete when the work is completed by Ameritech. The measure is counted in the period it is completed. The measure is counted on the first item of the first order (when related orders are involved) and then calculated by item based on the number of items on the order/orders.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 3.Measurement (cont'd)

Levels of Disaggregation:

- Unbundled Loops

Calculation:
of cross connection
started within one hour of
the scheduled time / Total
coordinated unbundled loops
for reporting period

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 4.Measurement

Average Time to Provide a Collocation Arrangement

Definition:

Average Time to Provide a Physical Collocation Arrangement measures the average elapsed time between the date a collocation COBO payment is received and the date the CLEC is notified that the physical node is completed, for the total number of physical nodes completed in the reporting period.

Exclusions:

- Cancelled orders.
- Orders where the customer requested a due date beyond the contractual date.
- CLEC-caused delays such as arranging final walk-through or accepting collocation space.

Business Rules:

The measure is calculated using calendar days. The receipt of a collocation COBO payment is indicative of a firm order. The clock is restarted if the CLEC modifies its request. Time between completion and node final walkthrough is not included in the completion interval calculation. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 4.Measurement (cont'd)

Levels of Disaggregation:

- Physical Collocation

Calculation:

$$\left[\sum \left[(\text{Date Physical Node Is Complete}) - (\text{Date Collocation COBO Payment Is Received}) \right] \right] / \text{Total Physical Nodes Completed}$$

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 5. Measurement

Structure Requests Completed Outside of Interval

Definition:

Structure Requests Completed Outside of Interval measures the number of requests to view Ameritech structure records that are not completed within the standard time interval as a percentage of requests completed in the reporting period.

Exclusions:

- Requests for Ameritech to perform record checks..

Business Rules:

Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by Ameritech. The request is counted in the period in which the request is completed. Changes to the request will be deemed to be a new request and will result in a new date being established for the priority queue. Requests received after 12:00 noon Eastern Standard Time are considered received the following business day. Interval calculation is based on business days.

Information Access includes requests for viewing (or copies). A field survey is a physical check of manholes and/or poles to determine availability of space for placing the attaching Party's facilities. Make Ready is any construction work necessary to prepare Ameritech structure for attachment or occupancy by an attaching Party.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 5.Measurement (cont'd)

Levels of Disaggregation:

- Information Access
- Field Survey
- Make Ready

Calculation:
(# of Structure Requests
Completed Outside of the
Standard Time Interval/
Total Structure Requests
Completed) * 100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 9.Measurement
Percentage Missing FOCs

Definition:
Percentage of FOCs that are not sent as compared to the total
number of orders processed.

Exclusions:
None

Business Rules:
Total number of responses not sent as compared to the total number
of orders processed. FOC responses not sent are identified by
using a report that compares to completed orders that do not show
FOC response in MorTel.

Levels of Disaggregation:

- Resale
- UNE (Loops, LNP and LSNP)
- UNE-P

Calculation:
(# of missing FOC responses
÷ total orders processed)
* 100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 9.Measurement
Percentage Missing FOCs

Definition:
Percentage of FOCs that are not sent as compared to the total
number of orders processed.

Exclusions:
None

Business Rules:
Total number of responses not sent as compared to the total number
of orders processed. FOC responses not sent are identified by
using a report that compares to completed orders that do not show
FOC response in MorTel.

Levels of Disaggregation:

- Resale
- UNE (Loops, LNP and LSNP)
- UNE-P

Calculation:
(# of missing FOC responses
÷ total orders processed)
* 100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 10. Measurement
 % Time-out Transactions

Definition:
 Percentage of Time-out messages received as compared to valid
 system responses

Exclusions:
 None

Business Rules:
 A count of the time-out messages, by interface, as compared to
 total system responses (time-outs and valid responses).

Levels of Disaggregation:

- Address Verification
- Request for Telephone Number
- Request for Customer Service Record
- Service Availability
- Dispatch Required (and Service Appointment Scheduling (Due Date)
- PIC
- FAC/SAV
- DSL Loop Qualification
- NC/NCI
- CFA Availability

Calculation:	Report Structure:
(# of Time Out Transactions ÷ Total System Responses) *	Reported for telecommunications
100	carrier all telecommunications
	carriers and the Company Affiliates.

Measurement Type:
 Tier 1 - None
 Tier 2 - None

Benchmark:
 Diagnostic

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 11. Measurement

Average Interface Outage Notification

Definition:

The average time from the initial identification of an interface outage, to the notification of CLECs

Exclusions:

None

Business Rules:

The time from initial identification of network outages to the time that email notification (to email distribution list) is sent by Ameritech.

Levels of Disaggregation:

None

Calculation:

Sum of (time interface outage is identified - time notification is given)/total interface outages in a period

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic - No Benchmark

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 12. Measurement

Average Time to Clear Service Order Errors

Definition:

The average time to clear service order errors (3E)

Exclusions:

None

Business Rules:

The average number of days to 3E service order errors is calculated by the total number of days for all required for all 3E. This is calculated by totaling the duration from the date that an order went into the error condition to the date that the error was cleared.

Levels of Disaggregation:

- Resale
- UNE P

Calculation:
(date that an order went into error condition - the date that the error was cleared)/total number of errors cleared

Report Structure:
Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Parity

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 13. Measurement

Percent Loss Notification within one hour of service order completion

Definition:

Percent notifications sent to the losing carrier (who lost the customer) within one hour of the completion notice sent to the new carrier.

Exclusions:

Customers who switch between segments owned by the same carrier such as:

- Resale to UNE same carrier
- UNE to Resale, same carrier

Business Rules:

The percentage of customer loss notifications sent to carriers where the elapsed time from the time that the completion notice (EDI 865 message) is transmitted to the new carrier to the time that the loss notification (EDI 836 message) is transmitted to the new carrier is more than one hour.

Levels of Disaggregation:

- Resale
- UNE Loops
- LNP
- UNE P

Calculation:

(# of Loss Notification transactions sent within one hour ÷ total Loss Notifications sent) * 100

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

95% within one hour

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 14. Measurement

Percent Completion Notifications Returned Within "X" hours of
completion of Maintenance Trouble Ticket

Definition:

Percent mechanized completions returned within "X" hours of
completion of the trouble tickets.

Exclusions:

None

Business Rules:

The elapsed time for a completion notice to be sent to the CLEC
from the time that the trouble ticket is closed in the Ameritech
Work and Force Management System.

For trouble reports that are submitted electronically - the time
from the close of the trouble in WFA or LMOS to the time that the
completion status is made available to the CLEC (via EBTA).

For orders, which are submitted manually - the time from the close
in the WFA or LMOS systems to the time, that completion notice
report is faxed to the CLEC. This is based on a process whereby
previous day troubles are faxed to CLECs. The CLEC must provide a
FAX number to Ameritech.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 14. Measurement (cont'd)

Levels of Disaggregation:

- Resale Manual - <24 hours
- Resale Electronic < 1 hour
- UNE Loops Manual < 24 hours
- UNE Loops Electronic <1 hour
- UNE P Manual < 24 hours
- UNE P Electronic <1 hour

Calculation:

(# of completions returned
to CLEC within X hours ÷
total completions) * 100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

95% within the specified interval

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 15. Measurement
Change Management

Definition:

Change management measures timeliness of change notifications for final requirements to implementation.

Exclusions:

- Clarification Notes.
- Any Approved Exceptions.
- Emergency Situations
- Regulatory Mandated Changes
- Transition Items - Interface changes, introductions, and/or retirements underway previous to the implementation of this measure, where notification can not be provided to the CLECs by required timeframes.

Business Rules:

Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed via an Accessible Letter.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 15. Measurement (cont'd)

Levels of Disaggregation:

Changes to Existing Interfaces

- Category 1- Gateway >110 days
- Category 2- GUI >14 days

Introductions of New Interfaces

- Category 1- Gateway >110 days
- Category 2- GUI > 14 days

Retirements of Existing Interfaces

- Wholesale Interfaces
 - Category 1- Gateway >24 months
 - Category 2- GUI >12 months

Calculation:

$$\left[\frac{\text{(Number of Notifications issued on time)}}{\text{(Number of Changes Implemented in the reporting period)}} \right] \times 100$$

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

>95% notices should be on-time based on group and category
This measurement is DRAFT and subject to finalization of the regional (13-state) change management process.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 16. Measurement
Percentage Rejected Query Notices

Definition:

Percentage of queries requested that are returned as rejected for reasons other than that the input data is incorrect or inaccurate. These rejected query notices indicate a problem with the interface other than timed out transactions (measured separately).

Exclusions:

None

Business Rules:

Total number of Rejected Query Notices sent as compared to the total number of Queries processed.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

MI 16. Measurement (cont'd)

Levels of Disaggregation:

- Address Verification
- Request for Telephone Number
- Request for Customer Service Record
- Service Availability
- Dispatch Required (and Service Appointment Scheduling (Due Date))
- PIC
- FAC/SAV
- DSL Loop Qualification
- NC/NCI
- CFA Availability

Calculation:
(# rejected query notices
÷ total number of queries
processed) * 100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

WI 1.Measurement

Percent No Access - UNE Loops Provisioning

Definition:

Percent of Field Work (FW) orders with a status of "No Access."

Exclusions:

- CLEC caused misses. (customer requests later date,- other customer reasons, - customer not ready).
- All orders that are not N, T, or C.
- No Field Work.

Business Rules:

Ameritech personnel set the "No Access" indicator when access cannot be obtained to the customer's premises. Order must be Completed.

Levels of Disaggregation:

Geographic, per State Agreements

Calculation:

(# of orders that are No
Access ÷ Total Field Work
orders) * 100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

UNE Field Work Parity compared to Ameritech Field Work (N, T, and
C order types - Res and Bus Combined).

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

WI 2.Measurement

Percent No Access- UNE Loops Maintenance

Definition:

Percentage of dispatched customer trouble reports with a status of "No Access."

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- Reports that are not dispatched.

Business Rules:

Ameritech personnel set the "No Access" indicator when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.

Levels of Disaggregation:

Geographic, per State Agreements

Calculation:

(# of trouble reports with a status of "No Access" ÷ Total dispatched customer trouble reports) * 100

Report Structure:

Reported for telecommunication carrier, all telecommunication carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).

(N)

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

1st Revised Sheet No. 232.25

1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

WI 9. Measurement
Percent Facility Modification Orders

Definition:
Percentage of orders requiring Facility Modification

Exclusions:
• Orders not requiring Facility modification notification.

Business Rules:
The total number of orders requiring facility modification
reflected as a percentage of all orders completed in the period.

Levels of Disaggregation:
▪ 8.0 dB Loop with Test Access and
▪ 8.0 dB Loop without Test Access

The Ameritech comparable to the 8db loop with test access is the
basic 2-wire POTS loop. Acceptable db level varies by state.

- 5.0 dB Loop with Test Access and
- 5.0 dB Loop without Test Access
- BRI Loop with Test Access
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops w/ Line Sharing
- DSL Loops w/out Line Sharing

Calculation:	Report Structure:
(# of FMOD UNES ÷ total UNES installed) *100	Reported for telecommunication carrier, all telecommunication carriers, the Company, and the Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 1.1 Measurement

Average delay in original FOCs due dates due to delay notices
(Issue F)

Definition:

Measures average amount of delay from original FOC due dates to
date of actual provisioning for all FOCs that are delayed.

Exclusions:

None

Business Rules:

Measured from original FOC due date.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum (\text{Actual completion date} - \text{original FOC due date})}{\text{Total number of orders with delay notices}}$$

Report Structure:

Reported for telecommunication
carrier, all telecommunication
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 4. Measurement

Accuracy of processing CLEC corrections based on review of
Directory information (Issue L)

Definition:

Measures number of errors in final review and in printed directory
that were not corrected after notice by CLEC of needed correction.

Exclusions:

Listings with Incorrect information submitted by CLEC.

Business Rules:

Directory listings are submitted for a first review (first pre-
BOC), and then after corrections are made, for a final review
(second pre-BOC) prior to publication. The first pre-BOC will be
provided 45 calendar days in advance of the directory close date.
The second pre-BOC, if requested, will be provided 15 calendar
days in advance of directory close. CLECs will be required to
request the second pre-BOC 30 calendar days before the directory
close date. In order for changes from the first pre-BOC to be
entered on the second pre-BOC, CLECs must provide those changes
not less than 4 business days before the delivery of the second
pre-BOC. This is measured on a per-book basis.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 4. Measurement (cont'd)

Levels of Disaggregation:

- First Pre-BOC
- Second Pre-BOC

Calculation:

(# of listings without errors
after correction requested ÷
Total updates submitted) *100

Report Structure:

Reported for telecommunication
carrier, all telecommunication
carriers, the Company, and the
Company Affiliate.

Measurement Type:

If the benchmark is not met for corrections requested after the
first review, the \$200 charge for the second pre-BOC will be
waived by AAS.

If the Benchmark is not met for corrections requested after the
second pre-BOC, the remedy will be Tier 1 -High

Benchmark:

For corrections requested in the review of the First pre-BOC 95%
must be corrected in the second pre-BOC.

For corrections noted in the review of the second pre-BOC 99% of
those corrections requested initially must be corrected in the
final published directory.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 5. Measurement

Percentage of protectors not moved after technician visit (Issue 0)

Definition:

Measures the percentage of times that a CLEC has to call Ameritech to replace a protector with a NID and move it to the outside of the house, where there has been an Ameritech technician at the premises within the last 30 days.

Exclusions:

None

Business Rules:

If a CLEC is required to call Ameritech to replace a protector with a NID and move it to the outside of a structure when Ameritech has worked at that premises within 30 days of the report.

Levels of Disaggregation:

None

Calculation:

(Total number of CLEC service calls to move a NID ÷ Number of CLEC calls to move a NID where an Ameritech technician had been on site within the last 30 days) X 100

Report Structure:

Reported for telecommunication carrier, and all telecommunication carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Less than 3%

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 6. Measurement

FMOD Process: Percent Form A received within the interval ordered by the Commission.

Definition:

Measures the percentage of FMOD orders where Form A is issued within the interval ordered by the Commission.

Exclusions:

None

Business Rules:

Under the revised FMOD policy issued 10/27, the FMOD process commences with Form A being issued by Ameritech. Form A must be received by the CLEC within the interval ordered by the Commission. Measured from date and time of initial FOC to send time of Form A.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 6. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loop with Test Access and
- 8.0 dB Loop without Test Access

The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- 5.0 dB Loop with Test Access and
- 5.0 dB Loop without Test Access
- BRI Loop with Test Access
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops w/ Line Sharing
- DSL Loops w/out Line Sharing

Calculation:

$$\frac{(\# \text{ of FMOD orders where Form A issued within 24 hours})}{\text{total \# FMOD orders}} * 100$$

Report Structure:

Reported for telecommunication carrier, and all telecommunication carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

95%

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 7. Measurement

FMOD Process: Percent Forms B, C, D, and E received within 72
hours of Form A.

Definition:

Measures the percentage of FMOD orders where Forms B, C, D, and/or
E are issued within 72 hours of Form A.

Exclusions:

None

Business Rules:

Measured from issuance of form A to receipt of Form B, C, D and E.

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 7. Measurement (cont'd)

Levels of Disaggregation:

- Form B
- Form C
- Form D
- Form E
- 8.0 dB Loop with Test Access and
- 8.0 dB Loop without Test Access

The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- 5.0 dB Loop with Test Access and
- 5.0 dB Loop without Test Access
- BRI Loop with Test Access
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops w/ Line Sharing
- DSL Loops w/out Line Sharing

Calculation:

$$\frac{(\# \text{ of_FMOD orders where Form B, C, D and E issued within 24 hours})}{\text{total \# FMOD orders}} * 100$$

Report Structure:

Reported for telecommunication carrier, and all telecommunication carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

95%

(N)

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 8. Measurement

FMOD Process: Form B Percent return FOC with new due date within
24 hours

Definition:

Form B is for Complex modifications. This measures the percent of
time Ameritech issues the FOC with the new due date within:
24 hours of Ameritech's receipt of the CLEC authorization of the
complex modification charges; or B) if no confirmation of Form B
is required from the CLEC, within 24 hours of Form B being sent.

Exclusions:

FMOD orders resulting in Forms C, D, and E.

Business Rules:

Measured from the time that Ameritech receives the authorization
of charges by the CLEC via Form B.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 8. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loop with Test Access and
- 8.0 dB Loop without Test Access

The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- 5.0 dB Loop with Test Access and
- 5.0 dB Loop without Test Access
- BRI Loop with Test Access
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops w/ Line Sharing
- DSL Loops w/out Line Sharing

Calculation:

(# of FMOD orders where Form B,
issued and FOC with new due date
returned within 24 hours) ÷
total # FMOD orders where form B
issued) * 100

Report Structure:

Reported for telecommunication
carrier, and all
telecommunication carriers.

Measurement Type:

Tier 1 - Low
Tier 2 - Medium

Benchmark:

95%

(N)

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

1st Revised Sheet No. 232.36

1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 9. Measurement

FMOD Process: Form C Percent return quote within the interval
ordered by the Commission

Definition:

Form C involves orders where provisioning is through ILDC or RSU.
This measures the percentage of orders involving Form C where
Ameritech returns the quote for the work within the interval
ordered by the Commission.

Exclusions:

FMOD orders with Forms B, C or D.

Business Rules:

Measured from the time Form C is issued.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 9. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loop with Test Access and
- 8.0 dB Loop without Test Access

The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- 5.0 dB Loop with Test Access and
- 5.0 dB Loop without Test Access
- BRI Loop with Test Access
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops w/ Line Sharing
- DSL Loops w/out Line Sharing

Calculation:

$$\frac{(\# \text{ of FMOD orders where Form C issued and quote issued within 24 hours})}{\text{total \# FMOD orders where form C issued}} * 100$$

Report Structure:

Reported for telecommunication carrier, and all telecommunication carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

95%

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 11. Measurement

FMOD Forms B, C, D, percentage of due dates met

Definition:

Measures the percentage of due dates met when FMOD process invoked

Exclusions:

None

Business Rules:

Based on the first revised due date. Subsequent modifications to the due date will count as a missed due date.

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

CLEC W 11. Measurement (cont'd)

Levels of Disaggregation:

- Form B
- Form C
- Form D
- 8.0 dB Loop with Test Access and
- 8.0 dB Loop without Test Access

The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- 5.0 dB Loop with Test Access and
- 5.0 dB Loop without Test Access
- BRI Loop with Test Access
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops w/ Line Sharing
- DSL Loops w/out Line Sharing

Calculation:

(# of FMOD orders with missed revised
due dates) ÷ total # FMOD orders)
* 100

Report Structure:

Reported for
telecommunication carrier,
and all telecommunication
carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity as described in PM 58

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Additional Measures

IN1. Measurement

Percent Loop Acceptance Testing (LAT) Completed on the Due Date

Definition:

Percent Loop Acceptance Test completed on due date.

Exclusions:

- Orders where LAT not requested
- LAT requests when the CLEC is not authorized to seek LATs

Business Rules:

Loop Acceptance Test is where an AIT Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on order due date. The AIT Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to ensure a good loop with completed connectivity is delivered.

Levels of Disaggregation:

DSL Loops without Line Sharing

Calculation:

$$\left(\frac{\text{\# Orders where LAT was requested and performed on the Due Date}}{\text{Total \# of Orders where LAT was requested}} \right) * 100$$

Report Structure:

Reported for telecommunication carrier, and all telecommunication carriers.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

90% LAT on the Due Date

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four

Flow-through eligible and drop to manual reasons:

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<u>RESALE:</u>			
Basic Exchange - Residence (Single Line/Multi Lines)	<ul style="list-style-type: none">• Assume As Is/ As Specified• New Activity• Disconnect Activity• Change Activity• Suspend & Restore (Vac & Non-Pay)• Local Directory Lstg for Main, Additional Main and Additional Listing	<ul style="list-style-type: none">• Installment Billing• SPP FID on CSR• Denied for NP• Res to Bus TOS change• Bill Under FIDs on CSR• TYA FID on CSR• Multi line hunting new/changed• Remote Call Forwarding on all order types except disconnects• Regulated Jacks	<ul style="list-style-type: none">• Record Activity• Outside Moves [F & T]

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<u>RESALE Cont'd:</u>			
Basic Exchange - Residence (Single Line/Multi Lines) (cont'd)		<ul style="list-style-type: none">• Toll Restriction Zero Minus• 800 service noted in Remarks• Complex TOS• Additional Labor Charges• Network Interface device request is populated• Pending Orders• Multi-ring service• Telephone assistance plan• Optional calling plans• Sups• Expedite	

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
RESALE (cont'd):			
Basic Exchange - Business (Single Line/Multi Lines)	<ul style="list-style-type: none">• Assume As Is/ As Specified• New Activity• Disconnect Activity• Change Activity• Suspend & Restore (Vac & Non-Pay)• Local Directory Lstg for Main, Additional Main and Additional Listing	<ul style="list-style-type: none">• Installment Billing• SPP FID on CSR• Denied for NP• Bus to Res TOS change• Bill Under FIDs on CSR• TYA FID on CSR• Multi line hunting new/changed• Remote Call Forwarding on all order types except disconnects	<ul style="list-style-type: none">• Record Activity• Outside Moves [F & T]

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<u>RESALE (cont'd):</u>			
Basic Exchange - Business (Single Line/Multi Lines) (cont'd)		<ul style="list-style-type: none">• Regulated Jacks• Toll Restriction Zero Minus• Paging USOC charges on a SUP• 800 service noted in Remarks• Complex TOS• Additional Labor Charges• Quantity of lines • 25• Expedite• Network Interface device request is populated• Optional Call Plans• Pending Orders• Sups	

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<u>RESALE (cont'd):</u>			
Complex Business			All Activity/Line Activity types would drop to manual handling
<ul style="list-style-type: none">• PBX (DID & Trunks)• ISDN (BRI & PRI)• Centrex			
<u>LOOP</u>			
<ul style="list-style-type: none">• 8db Standard• 5db Conditioned	<ul style="list-style-type: none">• New Activity• Disconnect Activity• Change Activity - add or delete circuit - Line Activity (LNA) Disconnect; New	<ul style="list-style-type: none">• Related PONS (RPON field populated)• Projects• 10+ Loops• New BAN• Hicap order with quantity >4• Hicap and reserved due date• Expedite• Sups	
			<ul style="list-style-type: none">• AIT does not accept: EDI Move, Record, Assume As Is, or Assume As Specified orders for Loop requests• Line Activity of "C"• Coordinated Cuts drop to Network (DFTT included)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<u>PORTS: (ULS)</u>			
<ul style="list-style-type: none">• ADTS• Centrex• DID• ISDN - Direct or Centrex• ISDN Prime/PRI• PBX•			<ul style="list-style-type: none">• All Activity/ Line Activity types would drop for manual handling
<u>LOOP with Number Portability (LSNP)</u>			
			All Activity/Line Activity types drop for manual handling

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements Number <u>Portability (LNP)</u>	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
	<ul style="list-style-type: none">Assume As Specified on simple Res or Bus Pots services	<ul style="list-style-type: none">Related PON field populated (RPON)Project field populated, or Q > 99Final Bill Address presentPending Activity detectedComplex TOSSups (revisions)Contract FID on CSR	<ul style="list-style-type: none">Record & Outside MovesSuspend & RestoreCoordinated Cuts drop to Network (DFTT included)Partial Disconnects

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements Number <u>Portability (LNP)</u> (cont'd)	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
		<ul style="list-style-type: none">• CPE USOC on CSR• Bill Under FID on CSR• 800 Service USOCs found on CSR• Toll, or 800 found in remarks• Deny for Non-Payment (DNP) found on CSR• Scan Alert found on CSR• Answering Service patrons (ASL) found on CSR• Cross-Reference FID found on CSR• Paging USOCs found on CSR• Minimum due date blank on LNP Schedule Date Table	

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PART 2 - General Terms and Conditions
SECTION 10 - Performance Measurements

1st Revised Sheet No. 249

1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
Loop with Port (CPO or UNE-P)			
<ul style="list-style-type: none">• UNE-P Residence-POTS• UNE-P Business Loop-POTS• UNE-P Business Port-POTS (10-00 targeted implementation)	<ul style="list-style-type: none">• Assume as Specified (Resale/Retail to UNE-P)• Assume As Is (Resale/Retail to UNE-P)• New/Add• Change• Disconnect	<ul style="list-style-type: none">• Sups (revisions)• Related PON field populated (RPON)• Remote Call Forwarding• Contract FID on CSR• Deny for Non-payment (DNP) on CSR• Assume As Specified or Assume As Is on an acct. already established as UNE-P• Pending Activity• Complex TOS• Quantity of lines • 25	<ul style="list-style-type: none">• Record and Move order types are not accepted• Coordinated Cuts drop to Network (DFTT included)• Partial Disconnects

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
Loop with Port (CPO or UNE-P) (cont'd)		<ul style="list-style-type: none">• Complex listing• Circuit found on CSR and ACT = V or W• Scan Alert FID on CSR• Bill Under FID on CSR• OTN on incoming order• 800 service noted in remarks• Additional labor charges detected on incoming order• TOS changed from RES to BUS• Complex listing record type code	

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
Loop with Port (CPO or UNE-P) (cont'd)		<ul style="list-style-type: none">• Non-standard telephone no. for a directory line• Nick name (i.e.: Jones, Michael ((Mickey))• Directory Ordering remarks• White Page Products (WPP) (i.e.: foreign directory)• Omit listing or omit TN from Street Directory• Line found without line USOC on CSR	

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements Loop with Port (CPO or UNE-P) (cont'd)	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
		<ul style="list-style-type: none">• Assume order and ZRUS FID found on CSR• Service address not in SAG (ZZ instead of IT qualifier)• C order rec'd after a D to add transfer of calls.• Cross-Reference FID on order• TDD on incoming order Multi-ring service requested	

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
Digital Subscriber Line Service (Unbundled Loop)	<ul style="list-style-type: none">• New Activity• Change Activity - add or delete circuit• Line Activity (LNA) Disconnect; New	<ul style="list-style-type: none">• Sups• Related PONS (RPON field populated)• Projects• 10+ Loops• New Ban• Hicap order with quantity >4• Hicap and reserved due date	<ul style="list-style-type: none">• Record and Move order types are not accepted• Coordinated Cuts drop to Network (DFTT included)• Disconnect Ban
Digital Subscriber Line Service (Line Sharing- Non DLE)	<ul style="list-style-type: none">• New Activity• Change Activity-add or delete circuit• Line Activity (LNA) Disconnect; New	<ul style="list-style-type: none">• Flow through for New Activity targeted for 12/02/00• Sups	<ul style="list-style-type: none">• Record and Move order types are not accepted• Coordinated Cuts drop to Network (DFTT included)• Disconnect Ban• After 12/02/00 (targeted) only Disconnect Ban will not flow

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Resale Services and Unbundled Network Elements Digital Subscriber Line Service (Line Sharing and Subloop-DLE)	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
	<ul style="list-style-type: none">• New Activity• Change Activity -add or delete circuit or change profile• Line Activity(LNA) Disconnect; New	<ul style="list-style-type: none">• Flow Through for New; Change targeted for 12/02/00• Sups	<ul style="list-style-type: none">• Record and Move order types are not accepted• Coordinated Cuts drop to Network (DFFT included)• Disconnect Ban• After 12/02/00 (targeted) only Disconnect Ban will not flow

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